

# **ATTACHMENTS**

**Ordinary Council Meeting  
Under Separate Cover**

**Wednesday, 18 December 2024**



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# **FULL SET OF SUBMISSIONS**

## **WATER METER CHARGING**

### **Submissions #1 to #166**

(From consultation between  
14 November and 13 December 2024)



Water Meter Charging: Full Set of Submissions

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3	Baird	David and Wendy	13
4	Benson	Philip	15
5	Bibby-Johnson	Lauren	18
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9	Bowden	Graham	28
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Water Meter Charging: Full Set of Submissions

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35	Du Cann	Arlene	85
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Water Meter Charging: Full Set of Submissions

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Water Meter Charging: Full Set of Submissions

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100	Monaghan	Ian	236
101	Moore	Duncan	238
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103	Morris	Adrian	244
104	Moss	Julian	247
105	Mouat-Stokes	Rebecca	249
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107	Murray	David	254
108	Murray	John	257
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110	Namana	Raewyn	261
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116	Pope	Vicky	276
117	Rameka	Jennah	278
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119	Read	Jan	284
120	Redvers	Carl	286
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122	Rimene	Ngahuia	291
123	Robertson	Phil	294
124	Robinson	Tim	296
125	Roche	Lisa	298
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Water Meter Charging: Full Set of Submissions

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132	Scott	Alii	314
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134	Shanks	Ian	320
135	Sinclair	Toni	322
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Water Meter Charging: Full Set of Submissions

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162	Wright	Les	386
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164	Yeo	Sharyn	391
165	Yeo	Warrick	393
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Water Meter Charging

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#1

COMPLETE

Collector: Web Link 1 (Web Link)  
 Started: Wednesday, December 11, 2024 1:07:07 PM  
 Last Modified: Wednesday, December 11, 2024 1:13:01 PM  
 Time Spent: 00:05:53  
 IP Address: [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **mike aitkenhead**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

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**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

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#2

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, December 11, 2024 4:04:01 PM  
**Last Modified:** Wednesday, December 11, 2024 4:18:46 PM  
**Time Spent:** 00:14:44  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)	Elaine Paterson
Organisation (if submitting on behalf of organisation)	Arawata Assets Limited
Postal address	[REDACTED]
Email	[REDACTED]
Phone	[REDACTED]

Q2

No

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.

Q3

Respondent skipped this question

What is your age range?

Q4

Respondent skipped this question

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

Q5

Respondent skipped this question

What is your gender?

Q6

No

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

Page 2: Your Thoughts

Water Meter Charging

**11**

**Q7**

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.**

**Q8**

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

In favour of Option 1 but only where the water rates are charged a minimum of quarterly.

**Q9**

**Not sure**

**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?

**Q10**

**Yes**

**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?

**Q11**

**Respondent skipped this question**

**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?

**Q12**

**Yes**

**Proposed Change 3: Water remission for excess consumption due to water leak** Do you support the Council’s proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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



Water Meter Charging

**12**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

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#3

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:56:21 PM  
**Last Modified:** Thursday, November 14, 2024 5:22:17 PM  
**Time Spent:** 00:25:55  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

David & Wendy Baird

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

**14**

**Q8**

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

I am all for user-pays. Discourages wasteful use of water. I would even support a move higher than 50 per cent by volume charge. Counters abuse of water service (have observed 1000L tank-loads on trailer being taken by rural resident filled up from a town property). Personally try to be vigilant re water use.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

No

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

No

**Q14**

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

No

Water Meter Charging

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#4

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:20:41 PM  
**Last Modified:** Wednesday, December 11, 2024 10:51:56 AM  
**Time Spent:** Over a week  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

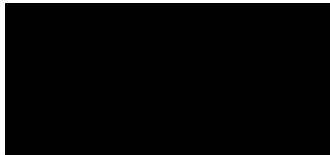
Full name (required)

Philip Benson

Postal address

Email

Phone



Q2

No

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.

Q3

What is your age range?

Q4

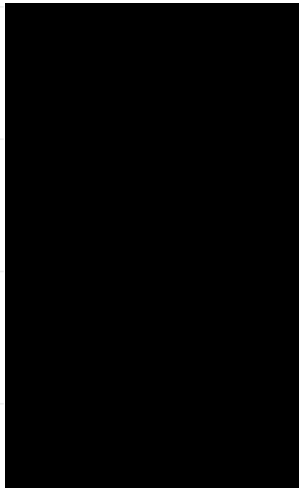
What is your ethnicity? (you may tick multiple boxes)

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**16**

**Q8**

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

I support the proposal but I feel that reduction to 616 litres in Year 3 is a too drastic

---

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

I feel the reduction in water use in residential properties is sensible.  
I feel that both industrial and farming should be targeted to reduce their usage.

---

Water Meter Charging

**17**

**Q14**

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

As I said earlier I think the reduction to 616 litres in Year 3 is too severe

Additional comments provided by email 06/12/2024

Hi

I have already completed a submission re water meters.

However after watching the video re reading your water meters, I was struck by a thought.

Why could we not have an app like my Power Company supports.

With Genesis I am able to monitor my power use on a daily, weekly, and monthly basis. I can also compare months.

This would be very useful as a consumer with my water usage.

My power app also gives me a dollar amount for my power consumption.

Regards

Philip Benson

---

Water Meter Charging

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#5

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 19, 2024 4:17:43 PM  
**Last Modified:** Tuesday, November 19, 2024 4:20:15 PM  
**Time Spent:** 00:02:32  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Lauren Bibby-Johnson**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

Water Meter Charging

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**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

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Water Meter Charging

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#6

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 16, 2024 9:39:20 AM  
**Last Modified:** Saturday, November 16, 2024 10:09:21 AM  
**Time Spent:** 00:30:01  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Jonathan Black

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

**21**

**Q8**

Respondent skipped this question

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

---

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Council needs to stick to its knitting, to provide and maintain infrastructure. Council is not there to provide social welfare services. Leave this to central government social welfare services. Otherwise, Council will need to provide administrative resources, staff training etc etc that goes with providing this service. More bureaucracy and more costs, so increased rates.

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**Q12**

No

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

Council needs to have the systems in place to monitor and advise of unusually large water usage (which I believe they have already?). Customers can be advised immediately a leak is detected and are able to act immediately to stop the loss

---

Water Meter Charging

**22**

**Q14**

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

Can we have this charging against other council services, such as roading, library, parks etc etc. Charges against CV makes little sense

---

Water Meter Charging

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#7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 7:38:51 PM  
**Last Modified:** Thursday, December 12, 2024 8:48:39 PM  
**Time Spent:** 01:09:47  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Andrew Bond**  
 Email [REDACTED]

**Q2**

No

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.

**Q3**

Respondent skipped this question

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

24

**Q8**

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

The council needs to address its own aging and leaking water infrastructure before charging house holds. Also, why do we need to reduce water use ? There is plenty of water. Nowhere in the consultation document does it refer to evidence of water shortage, nor the leaking council owned infrastructure contributing to perceived shortages.

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

The definition of financial hardship is subjective and its application separate. I own a house in Masterton and I consider my rates extremely high. Nobody wants to pay excessive rates - which is the current situation, and we would all claim financial hardship in the current financial environment. .People choose to own a house, don't make policy that favours one owner over another. I assume if it's a rental the tenant may have such costs passed onto them - more costs for the tenant, no responsibility for the owner. Policy fail.

**Q12**

No

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

Water Meter Charging

**25**

**Q14**

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

The council needs to sort its own water leaks before proposing complex, unmanageable or unmeasurable water charging policy. Status quo is supported.

---

Water Meter Charging

26

#8

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 8:14:53 PM  
**Last Modified:** Friday, November 15, 2024 8:40:13 PM  
**Time Spent:** 00:25:20  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Nigel Boniface

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

27

**Q8**

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

I like the idea of encouraging efficient water use.

---

**Q9**

**Not sure**

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?

---

**Q10**

**Yes**

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?

---

**Q11**

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?

I suggest it be on a case by case basis. More work, but will help to stop fraudulent claims

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

**Respondent skipped this question**

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

---

**Q14**

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

How often will the meters be read? Annually? On a rotating basis over the year? At the end of summer?

---



Water Meter Charging

28

#9

COMPLETE

Collector: Web Link 1 (Web Link)  
 Started: Friday, December 06, 2024 10:24:53 AM  
 Last Modified: Friday, December 06, 2024 10:45:06 AM  
 Time Spent: 00:20:13  
 IP Address: [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Graeme Bowden**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

29

**Q8**

Respondent skipped this question

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

---

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

Water Meter Charging

**30**

**Q14**

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

The main problem with charging is that the costs will inevitably keep rising. There is absolutely no incentive for the Council to be efficient or to fix their leaks. Costs to ratepayers will almost certainly rise in the first few years: If there are say 1 million units of water which you say costs \$6 million to supply, then when charging is introduced, households will reduce their usage to say 0.9 million units. The cost to supply 0.9 (vs) 1.0 million units is pretty much the same so you'll need to charge more to cover the cost, and do so on and on for ever. The more we save, then the more you'll charge us. Because councils are a monopoly, there's absolutely no incentive for you to do better and reduce costs - and fix your leaks (and when you do, make sure they're done properly, but that's another issue). The very best option would be to allow residents to opt out - I can supply and dispose of my waste for a lot less than you can (think rainwater, and then composting and evaporative disposal techniques).

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Water Meter Charging

31

#10

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 3:29:23 PM  
**Last Modified:** Saturday, December 07, 2024 9:11:25 AM  
**Time Spent:** 17:42:02  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Nicholas Timothy Brandon**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**32**

**Q8**

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

User pays is the fairest way to share the cost

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

**33**

**Q14**

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

Council should offer financial and regulatory encouragement to residents to install medium sized rainwater storage on their individual properties.

---

Water Meter Charging

34

#11

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 23, 2024 9:57:09 AM  
**Last Modified:** Saturday, November 23, 2024 10:00:49 AM  
**Time Spent:** 00:03:39  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **David Bray**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**35**

**Q8**

Respondent skipped this question

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

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**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Defining Financial HardshipThere 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?

no

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**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

no

---

**Q14**

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

no

---



Water Meter Charging

36

#12

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 9:53:03 PM  
**Last Modified:** Friday, December 06, 2024 10:10:19 PM  
**Time Spent:** 00:17:15  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Rosalyn Bruce

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

**37**

**Q8**

Respondent skipped this question

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

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**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

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**Q14**

Respondent skipped this question

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

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Water Meter Charging

38

#13

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 4:03:43 PM  
**Last Modified:** Friday, December 13, 2024 4:10:27 PM  
**Time Spent:** 00:06:44  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Simon Byrne

Postal address

Email

Phone

Q2

Yes (in person)

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

39

**Q8**

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

Make the charging more "user pays" not 50/50

Consultation document makes no mention of a proposed charging method for metered properties in rural zone so I assume we will continue to be charged on the current basis.

**Q9**

No

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?

**Q10**

No

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?

**Q11**

Respondent skipped this question

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?

**Q12**

No

Proposed Change 3: Water remission for excess consumption due to water leak Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

We have not been offered any financial assistance related to leaks and we transitioned to a meter.

Water Meter Charging

**40**

**Q14**

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

We use 35m<sup>3</sup> of water a quarter, a retired couple, there needs to an incentive for couples to use less water, and single people and couples should not be used to subsidise heavy users of water.

Waste water charges should be user pays as well, based on water usage.

---

Water Meter Charging

41

#14

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, December 09, 2024 5:17:33 PM  
**Last Modified:** Monday, December 09, 2024 5:24:58 PM  
**Time Spent:** 00:07:24  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Mark Callaghan

Postal address

Email

Phone

[REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

[REDACTED]

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

42

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

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

As our Masterton property is a rental, we are very pleased that MDC has finally decided to use metres [that CDC has had over a decade] and any excess water, the tenants will pay for.

Water Meter Charging

43

#15

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 2:58:28 PM  
**Last Modified:** Friday, December 06, 2024 3:11:53 PM  
**Time Spent:** 00:13:25  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

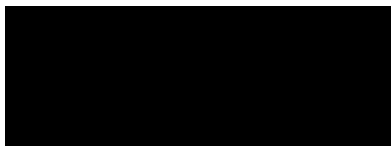
Full name (required)

Murray Graham Campbell

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

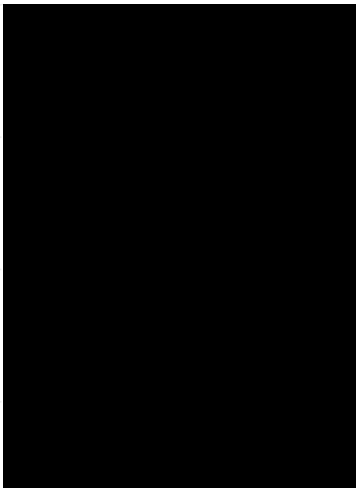
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**



Water Meter Charging

**44**

**Q8**

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

Provided all consumers have a separate metre.

---

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Respondent skipped this question**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

---

**Q12**

**Respondent skipped this question**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

**Respondent skipped this question**

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

---

**Q14**

**Respondent skipped this question**

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

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Water Meter Charging

45

#16

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 5:49:55 PM  
**Last Modified:** Friday, November 15, 2024 5:56:00 PM  
**Time Spent:** 00:06:05  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

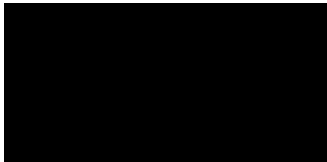
Full name (required)

Ross CARBIN

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

46

**Q8**

Respondent skipped this question

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

---

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Not sure

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Not sure

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

---

Water Meter Charging

47

#17

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, December 07, 2024 2:30:45 PM  
**Last Modified:** Saturday, December 07, 2024 3:17:10 PM  
**Time Spent:** 00:46:24  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

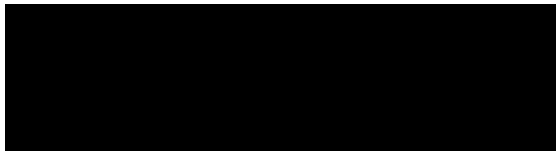
Full name (required)

Phil Carman

Postal address

Email

Phone



Q2

No

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.

Q3

Respondent skipped this question

What is your age range?

Q4

Respondent skipped this question

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

Q5

Respondent skipped this question

What is your gender?

Q6

Respondent skipped this question

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach (please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**48**

**Q8**

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

As it appears new legislation will require ring fencing of all water revenue it would be an opportune time to also introduce volumetric waste water charging as a percentage of water use. Only then will equitable costs apply to all water users.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

There should be no remission especially when you are proposing up to 100%.Electricity suppliers don't give power away, the only concession offered should be an installment option. Behavioral change in water consumption is not going to occur if there are no consequences for poor performance.

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

From recent experience by both myself and an immediate neighbour one month is insufficient time to (a) locate a subterranean leak & (b) obtain the services of a plumber/drainlayer. Providing evidence will be difficult as expecting busy trades people to provide their clients with documentation explaining why they are too busy to comply with your requirements is ridiculous. Council has continually used the excuse that labour shortages have caused lengthy delays in meter installation.

Water Meter Charging

**49**

**Q14**

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

The remaining 13% of meters need to be installed prior to July 2025. You have had more than enough to come up with a solution to the multi residence and illegal connection issues. Rather than sticking with the status quo at least offer a reasonable alternative for those affected residents.

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Water Meter Charging

50

#18

COMPLETE

Collector: Web Link 1 (Web Link)  
 Started: Thursday, November 14, 2024 5:00:31 PM  
 Last Modified: Thursday, November 14, 2024 5:07:16 PM  
 Time Spent: 00:06:44  
 IP Address: [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Joan Carter**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**51**

**Q8**

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

I have some concerns about equality. My one person household probably won't use much more than the allocated water whereas a family with four children will see their rates rise considerably.

**Q9**

**Yes**

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?

**Q10**

**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?

**Q11**

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?

Very difficult to assess. Efficiency of water usage needs to be widely advertised with helpful hints and incentives. Rain water tanks for gardens could be subsidized.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

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

I agree with this in principle but finer details need to be addressed.



Water Meter Charging

52

#19

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 8:02:26 PM  
**Last Modified:** Friday, November 15, 2024 8:24:09 PM  
**Time Spent:** 00:21:42  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Vivienne Leila CHAPPLE

Organisation (if submitting on behalf of organisation)

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

53

Q8

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

I fear quantifying water as a product sets it up for asset sales further down the line.

Q9

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Q10

Not sure

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

Q11

Defining Financial HardshipThere 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?

Will the administration costs be kept under control or will they become a monster? In Wellington using a parking ap to pay for parking is virtually compulsory but WCC has kept very quiet about what the costs are - except our rates are going through the roof- a 21% increase this year alone. Parking is optional, water is not.

Q12

Not sure

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Q13

Respondent skipped this question

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

Q14

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

Gardeners aid the planet. They also use more water. Charging them for water is shooting our selves in the foot. Because of government policy I appreciate MDC is between a rock and a hard place. Do the best you can.

Water Meter Charging

54

#20

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 12:27:47 AM  
**Last Modified:** Friday, December 13, 2024 12:32:36 AM  
**Time Spent:** 00:04:49  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Andrea Clarke

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

55

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

56

#21

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 9:05:15 AM  
**Last Modified:** Thursday, December 12, 2024 9:37:30 AM  
**Time Spent:** 00:32:14  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Charlotte Clarke

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

57

**Q8**

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

The proposed approach will increase the pressure on lower wealth residential properties at a time when those households are struggling to pay. It would be fairer on lower value properties (a proxy for lower ability to pay) to retain the annual charge at 30% of cost of activity, and to keep an element of CV based rate. For example, reducing from the 70% to 20% over the transition period. The balance being funded through volumetric charges over a threshold, i.e. increasing to 50% as the CV element reduces to 20%. This retains the progressive element which is recognised as best practice tax policy globally. I would also like to recommend that the size of the threshold become a required consultation factor, i.e. if reduced from the 225m3 proposed then that should require consultation.

**Q9**

Yes

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?

**Q10**

No

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?

**Q11**

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?

The easiest way for you to define financial hardship is those households eligible for rates rebate from DIA, but other options are good too. However, will this be applicable only for the ratepayer, or if tenants not listed on the property title are experiencing hardship would this be considered too? Many landlords would not care if their tenants are asked to pay for water charges resulting from a leak, and not want to pay for the cost of fixing the leak. How do you intend on incentivising/requiring landlords to fix leaks? I do not believe that this consultation contains enough detail to be considered sufficient for this change. Without defining how hardship will be determined, or who the hardship criteria applies to, people (particularly tenants who are not the ratepayers) cannot be reasonably expected to determine how this change will impact on them.

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Water Meter Charging

**58**

**Q13**

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

I support a water leak waiver, but suspect that it has been incorrectly stated here. The waiver should be on water volume charges up to the point of fixing the leak. It's no good waiving 50% of the water during the month granted to fix the leak if the leak has been present for some time before the notification was given. For example, if a leak was causing 50m<sup>3</sup> of additional water each week for ten weeks, then council notified the ratepayer that there may be a leak, then it takes four weeks to get a plumber to fix the leak, the remission you have outlined only remits the charges on 100m<sup>3</sup> of the leaked water, and requires the ratepayer to pay for 500m<sup>3</sup> of water from before they were even advised that there could be a leak. At \$2m<sup>3</sup> that's \$1,000 plus \$200 from the month they are given to fix the leak. I believe the intention was to waive 50% of the excess water caused from when meter readings show the leak began until they are either advised of the leak, or until it is fixed. Additionally, the consultation document does not indicate whether ratepayers will be informed of their meter readings/usage regularly, how often, and by what method. Charging ratepayers for water that they're not even aware is leaking is disgraceful.

---

**Q14**

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

By removing the CV related element of funding water a perverse benefit would be given to higher value properties, which are usually businesses and higher-value homes. Businesses are able to build costs of rates into their operating model, and claim them as an expense, and claim back the GST element of the rates & charges. Higher value residences are usually occupied by people with more ability to pay higher charges. This is a regressive approach that has not been sufficiently highlighted in the consultation. Additionally there is not sufficient information on who would be eligible for the hardship remission, and how ratepayers will be able to monitor their usage, to consider this consultation sufficient for a reasonable person to determine the impact on their situation.

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Water Meter Charging

59

#22

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 23, 2024 12:24:09 PM  
**Last Modified:** Saturday, November 23, 2024 12:30:02 PM  
**Time Spent:** 00:05:52  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Barry Stephen Clement

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**



Water Meter Charging

60

**Q8**

Respondent skipped this question

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

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

61

#23

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 23, 2024 11:12:10 AM  
**Last Modified:** Saturday, November 23, 2024 11:17:30 AM  
**Time Spent:** 00:05:20  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

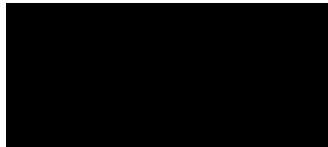
Full name (required)

Sandy clement

Postal address

Email

Phone



Q2

No

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.

Q3

What is your age range?

Q4

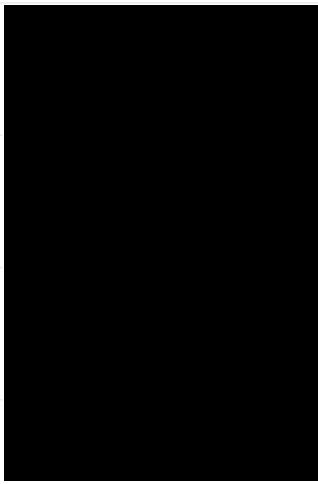
What is your ethnicity? (you may tick multiple boxes)

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**62**

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Not sure

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

There are some people- like me- who earn just over the minimum wage who could also need help.

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

---

Water Meter Charging

63

#24

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 7:24:30 PM  
**Last Modified:** Friday, December 06, 2024 7:28:39 PM  
**Time Spent:** 00:04:09  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) Jarrod Coventry  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

64

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

65

#25

COMPLETE

Collector: Web Link 1 (Web Link)  
 Started: Friday, December 06, 2024 6:41:43 PM  
 Last Modified: Friday, December 06, 2024 6:43:38 PM  
 Time Spent: 00:01:55  
 IP Address: [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Belinda Cowan

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.

Water Meter Charging

66

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

---

Water Meter Charging

67

#26

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 9:32:40 PM  
**Last Modified:** Thursday, November 14, 2024 9:37:11 PM  
**Time Spent:** 00:04:31  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **MR MALCOLM COX**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**



Water Meter Charging

68

**Q8**

Respondent skipped this question

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

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**Q9**

Respondent skipped this question

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

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**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

Respondent skipped this question

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

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**Q14**

Respondent skipped this question

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

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#27

69

**Feedback from Jeannie Cozens via phone call 13 December 2024**

1. Generally in support of the proposal for a user-pays approach however there are matters I consider should be considered for implementation. This includes how the charging approach will be implemented by the new Water Services Entity, the timing of implementation, and how the approach will cater for summer water restrictions.
2. I recognise the need to support people who cannot afford water charges such as large families on low incomes who may be better off under the current charging approach however I think Council should provide this relief as a community support measure, rather than the wider community funding the costs through water charges. Ratepayers bearing the costs appears to be inconsistent with a user-pays approach. The criteria for remissions for households in financial hardship needs to be clearly stated.
3. Businesses are likely to benefit by paying less under the proposed charging approach while lower value residential properties will pay more. I am unclear if this is Council's intention.
4. It is unclear how the approach will work in the summer when restrictions are applied. Will there be a rebate or acknowledgment for households that use within the water allowance quota?
5. I have some concern of how the 50 per cent targeted service charge / 50 per cent volume charges will be implemented under the new Water Service Entity. Also have wider concerns about increased costs to ratepayers under the new entity, plus other rising costs (e.g. capital projects proposed in the Council's Long-Term Plan and other external costs such as insurance).
6. I query the proposed 50 per cent targeted service charge and what this charge covers. The explanation of network availability and firefighting benefit is unclear. It is also unclear why this is proposed to be 50 per cent (e.g. rather than the current portion of 30 per cent).
7. Clear communications are needed from Council so the community can prepare for volumetric charging and avoid getting high bills. Communication should be made well in advance.

My main issue is with the 50% targeted service charge:

- Why was this amount chosen? Why not 30% for example.
- In my view it should only cover the services currently provided for \$180 pa (e.g. water treatment, distribution, etc).
- It should be a fixed charge, **not** based on water consumption, particularly as explained on page 5 of the consultation document, there needs to be stability for the Council's revenue and ensures ratepayers have some predictability in their charges.
- If the targeted service charge is set as a percentage of total (residential) volume, it will fluctuate according to usage.

As discussed, I suggest there needs to be a policy where usage is less than the volume allocated to users e.g. due to water restrictions in extreme conditions.

Water Meter Charging

70

#28

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 7:39:27 PM  
**Last Modified:** Thursday, November 14, 2024 7:43:00 PM  
**Time Spent:** 00:03:32  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Rosalind Dalefield**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

Water Meter Charging

**71**

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Defining Financial HardshipThere 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?

no

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

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

no

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**Q14**

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

no

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Water Meter Charging

72

#29

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 7:38:07 PM  
**Last Modified:** Thursday, November 14, 2024 7:42:16 PM  
**Time Spent:** 00:04:08  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Tristin Davis**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**73**

**Q8**

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

I support option one as it's charges are primarily based on actual usage which is a fair and proportionate way to charge for water.

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**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Defining Financial HardshipThere 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?

No preference.

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**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No.

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**Q14**

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

Nothing further.

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Water Meter Charging

74

#30

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 4:43:05 PM  
**Last Modified:** Thursday, December 12, 2024 5:08:21 PM  
**Time Spent:** 00:25:16  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) Alan De La Mare  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

**75**

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Defining Financial HardshipThere 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?

NZ Superannuants are struggling to survive financially when the Super is the only income. Purely cost of living and ongoing attempts to 'balance the books'! consideration must be given to 'financial hardship' encompassing those whose ONLY source of income is the New Zealand Superannuation.

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**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

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

Consideration should be given to Council covering the total cost of leak repairs where the leak is identified as being within 2 metres of the 'toby'. Experience shows that work on pipework can cause damage and leaks to occur within that distance, over time!

The proposed limit of \$300 is very low as an 'absolute'! Better to have a percentage of actual cost and at a reasonable level to be used as the benchmark.

---



Water Meter Charging

**76**

**Q14**

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

I agree with the concept of part-charges.

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Water Meter Charging

77

#31

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 7:46:38 AM  
**Last Modified:** Friday, December 13, 2024 7:52:45 AM  
**Time Spent:** 00:06:06  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Warwick Dean

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

78

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

79

#32

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 11:38:14 AM  
**Last Modified:** Friday, November 15, 2024 11:46:25 AM  
**Time Spent:** 00:08:11  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Frances Rosemary Dearnley

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**80**

**Q8**

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

Lived in areas with meters in past - were provided with a certain amount of water without charge, but if using over that amount, would be charged. It seems most of cost of installation will be recovered through rates?? Not sure if I have understood this correctly.

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

At present seems to be on CSC and previous year's income. However, this could be difficult for some if current income has dropped, but not yet reached the end of the financial year.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

81

#33

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 8:16:39 AM  
**Last Modified:** Friday, November 15, 2024 8:20:41 AM  
**Time Spent:** 00:04:02  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

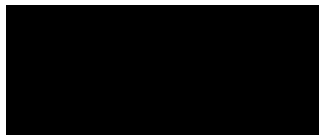
Full name (required)

Lloyd Dickens

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

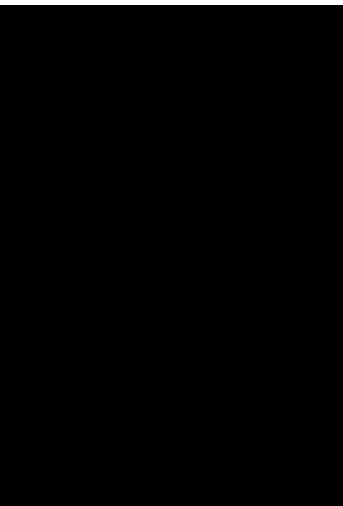
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**82**

**Q8**

Respondent skipped this question

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

---

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

No

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

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Water Meter Charging

83

#34

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 6:20:11 PM  
**Last Modified:** Thursday, November 14, 2024 9:40:32 PM  
**Time Spent:** 03:20:21  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

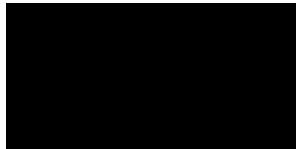
Full name (required)

James Dickie

Postal address

Email

Phone



**Q2**

Yes (in person)

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.

**Q3**

What is your age range?

**Q4**

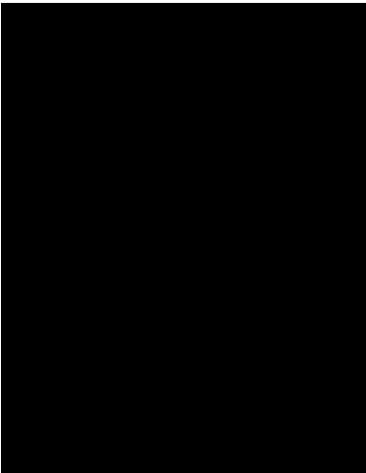
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**



Water Meter Charging

84

**Q8**

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

Council have had water meters installed for the last 10 years, was always council policy to proceed

**Q9**

Yes

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?

**Q10**

Yes

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?

**Q11**

Respondent skipped this question

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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

85

#35

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:47:11 PM  
**Last Modified:** Thursday, November 14, 2024 4:52:52 PM  
**Time Spent:** 00:05:40  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Arlene du Cann

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Water Meter Charging

86

**Q7**

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.**

**Q8**

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

Option 1 encourages water conservation.

**Q9**

**Not sure**

**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?

**Q10**

**Yes**

**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?

**Q11**

**Respondent skipped this question**

**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?

**Q12**

**Yes**

**Proposed Change 3: Water remission for excess consumption due to water leak** Do you support the Council’s proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

**87**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

88

#36

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, December 02, 2024 8:23:43 AM  
**Last Modified:** Monday, December 02, 2024 8:29:51 AM  
**Time Spent:** 00:06:08  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)	Jane Duncan
Postal address	[REDACTED]
Email	[REDACTED]
Phone	[REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

[REDACTED]

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

89

**Q8**

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

I'm just horrified that once more we have a wealth tax for water. That if we lived in an area of Masterton where our house was worth less we would pay less for the same amount of water!

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Not sure**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Being on a pension.

**Q12**

**Not sure**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

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


We are struggling to pay our rates. This charge will mean we have to move

Water Meter Charging

90

#37

COMPLETE

Collector: Web Link 1 (Web Link)  
 Started: Friday, November 15, 2024 9:48:54 AM  
 Last Modified: Friday, November 15, 2024 9:52:16 AM  
 Time Spent: 00:03:21  
 IP Address: 

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Katrina Barbara Edmead**  
 Postal address   
 Email   
 Phone 

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

91

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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



Water Meter Charging

92

#38

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:58:21 PM  
**Last Modified:** Thursday, November 14, 2024 5:01:38 PM  
**Time Spent:** 00:03:16  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Brenda Edmeades

Postal address

Email

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

93

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

94

#39

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 10:35:05 AM  
**Last Modified:** Thursday, December 12, 2024 10:39:31 AM  
**Time Spent:** 00:04:25  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Deanna June Elwin**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

95

**Q8**

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

Agree with Option 1, based as user pays so more fair.

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Based on income

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

96

#40

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 10:01:00 AM  
**Last Modified:** Friday, November 15, 2024 10:03:19 AM  
**Time Spent:** 00:02:19  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Abby Esler

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

97

**Q8**

Respondent skipped this question

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

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

98

#41

COMPLETE

Collector: Web Link 1 (Web Link)  
 Started: Friday, November 22, 2024 11:15:39 AM  
 Last Modified: Friday, November 22, 2024 11:30:15 AM  
 Time Spent: 00:14:35  
 IP Address: [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) Roger and Helene Everest  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

99

**Q8**

Respondent skipped this question

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

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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



Water Meter Charging

100

#42

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 7:30:10 PM  
**Last Modified:** Thursday, November 14, 2024 7:34:45 PM  
**Time Spent:** 00:04:35  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Robert Evers**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**101**

**Q8**

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

I would like to see this change to a complete pay-what-you-use scheme with it taken out of the 'standard rates'

**Q9**

**Yes**

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?

**Q10**

**Yes**

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?

**Q11**

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?

Keep it simple and tie it into a current scheme (like proposed the community services card...)

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

102

#43

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 9:22:46 PM  
**Last Modified:** Thursday, December 12, 2024 9:33:33 PM  
**Time Spent:** 00:10:47  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Mary Elizabeth Falkner**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

Water Meter Charging

**103**

**Q8**

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

We've already paid for our water. No point in expensive meters. (Nor major increases in Council employees' salaries!)

**Q9**

**Not sure**

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?

**Q10**

**Yes**

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?

**Q11**

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?

As you suggest, with option for exceptional consideration of other cases.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

No

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

104

#44

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, December 11, 2024 5:19:20 PM  
**Last Modified:** Wednesday, December 11, 2024 5:29:11 PM  
**Time Spent:** 00:09:51  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Johannes Ferreira

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

105

**Q8**

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

I would like to commend MDC for considering volumetric charging. I do believe the 50/50 split could be reviewed, after 3 years.

**Q9**

Yes

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?

**Q10**

Yes

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?

**Q11**

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?

No

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

106

#45

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 8:16:36 AM  
**Last Modified:** Friday, November 15, 2024 8:21:20 AM  
**Time Spent:** 00:04:43  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Janelle stephanie field**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**107**

**Q8**

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

Dont charge at all. Look for savings otherways.

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

When you can only just pay your bills week to week with nothing spare

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

**Respondent skipped this question**

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



Water Meter Charging

108

#46

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 7:40:28 PM  
**Last Modified:** Thursday, November 14, 2024 7:45:31 PM  
**Time Spent:** 00:05:02  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Patricia field

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Water Meter Charging

109

Q7

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.

Q8

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

Respondent skipped this question

Q9

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Yes

Q10

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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

Q11

Defining Financial HardshipThere 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?

Respondent skipped this question

Q12

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Yes

Q13

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

Respondent skipped this question

Water Meter Charging

**110**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

**111**

#47

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:51:43 PM  
**Last Modified:** Thursday, November 14, 2024 4:54:56 PM  
**Time Spent:** 00:03:12  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Daniel Fielding**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

112

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

---

Water Meter Charging

113

#48

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 05, 2024 7:45:05 AM  
**Last Modified:** Thursday, December 05, 2024 7:55:21 AM  
**Time Spent:** 00:10:15  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Lucy Fisher

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**114**

**Q8**

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

If larger properties with higher CV are still paying higher amount is it viable to also have higher water allowance? A 4-5 bed house will likely have more residents than a 2 bed so just basic water needs are higher. Also subsidies for installing rainwater tanks?

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

If it is just a temporary loan that could be added to rates bill could it be offered to anyone who feels they need it.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

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

Definitely good to have people think about their water usage

Water Meter Charging

**115**

#49

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 10:50:52 AM  
**Last Modified:** Friday, December 06, 2024 11:00:52 AM  
**Time Spent:** 00:09:59  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **William George Forster**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**



Water Meter Charging

**116**

**Q8**

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

Dump the town hall/ library deal and build a town water dam...

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Awkward?

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

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

No , get on with town water storage, this has been a problem for decades.

Water Meter Charging

**117**

#50

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 9:17:33 AM  
**Last Modified:** Friday, November 15, 2024 9:21:26 AM  
**Time Spent:** 00:03:52  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

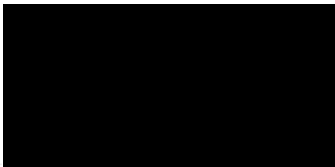
Full name (required)

Neil Frances

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

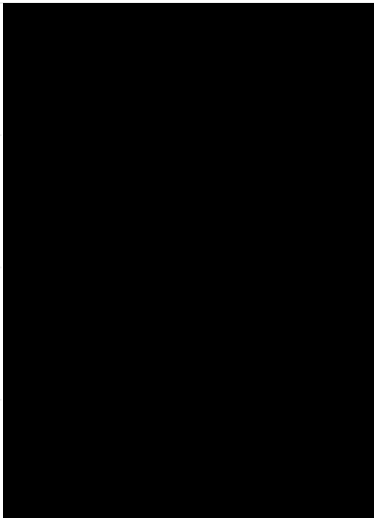
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

118

**Q8**

Respondent skipped this question

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

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**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

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Water Meter Charging

119

#51

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 2:58:00 PM  
**Last Modified:** Thursday, November 14, 2024 3:03:39 PM  
**Time Spent:** 00:05:38  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Virginia Glover

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**120**

**Q8**

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

All of the proposals do not help the renters. Who pay enough to cover mortgages and rates for their landlords. They will not see a reduction in rent to help pay the additional bill that they will have. Masterton has a large number of renters who are only just getting by, this will lead to more kids going with put food or clothes.

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

Home owners may benefit from the reduced rates but renters will suffer

Water Meter Charging

**121**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

122

#52

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 4:22:49 PM  
**Last Modified:** Thursday, December 12, 2024 4:30:07 PM  
**Time Spent:** 00:07:18  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Christopher John Gollins**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

123

**Q8**

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

100% in favour of water meters having lived with one elsewhere. Absolutely the fairest method of charging.  
But I am strongly opposed to remissions - they undermine the goal of conservation.

**Q9**

No

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?

**Q10**

No

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?

**Q11**

Respondent skipped this question

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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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



Water Meter Charging

**124**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

125

#53

COMPLETE

Collector: Web Link 1 (Web Link)  
 Started: Friday, December 06, 2024 9:35:47 PM  
 Last Modified: Friday, December 06, 2024 10:00:05 PM  
 Time Spent: 00:24:18  
 IP Address: [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Mai Griffiths**

Q2

No

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.

Q3

What is your age range?

Q4

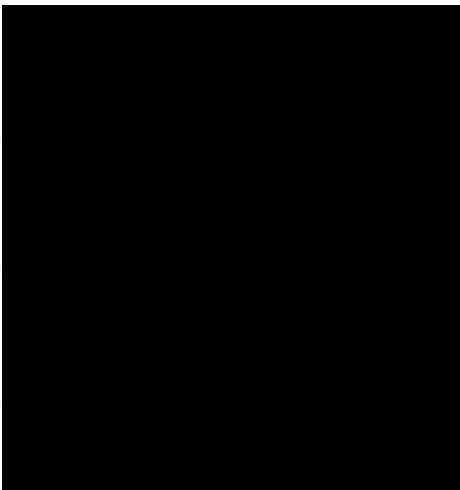
What is your ethnicity? (you may tick multiple boxes)

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

Water Meter Charging

126

**Q8**

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

I would prefer Option 3 due to more certainty around rate cost, rather than the unknown.

**Q9**

Respondent skipped this question

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Respondent skipped this question

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Community service card etc. Council should not be introducing further methods.

**Q12**

Respondent skipped this question

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

The meters were installed approx 5 years ago, to identify water leaks etc. Have leaks been identified/fixed? Re Option 1 both Council and the rate payer will have less stability re rates/income, therefore why would this be the preferred option?

**Q14**

Respondent skipped this question

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

Water Meter Charging

127

#54

COMPLETE

**Collector:** Web Link 3 (Web Link)  
**Started:** Thursday, December 12, 2024 9:36:58 AM  
**Last Modified:** Thursday, December 12, 2024 9:44:03 AM  
**Time Spent:** 00:07:04  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Jean and Ian Gunn**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Respondent skipped this question

Which is your preferred option for our future charging approach?

Water Meter Charging

**128**

**Q8**

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

NOTE: A PDF writable submission was provided, however due to volume of comments they were cut off when published. Staff have put into online format to ensure all elements can be read.

There is very little analysis to justify the 50/50 split for the charging approach. Our research suggests that financially stretched families manage all of their resources tightly ie they are unlikely to be big users of water as they struggle to keep their heads above water!!!! While wealthy ratepayers will continue to use water as they see fit because they can afford to repeatedly fill their swimming pool or irrigate their garden.

We would like to see the outcome using different ratios with the bigger water users paying an increased charge. What are the typical ratios in other districts.

Having said that our home in Kapiti is charged \$1.39 per cubic metre so the \$2 fee seems a very high charge. It would be good to see the charges being implemented in other districts within the Wgtn region and beyond eg Kapiti and Carterton and possibly South Wairarapa District Councils.

Without comparative data it is very difficult to assess if the proposed system is representative of similar districts.

Will charges reduce if the overall consumption is reduced or will that just result in an increased charge? What is the basis for the targeted reductions over the transition period-they appear to have been plucked out of the air????again are these reductions typically when meter charges are introduced???

We think its unprofessional to expect ratepayers to develop a possible option especially when so little data and analysis is presented in the consultation document. Council has the data and staff to research, develop, and offer a full range of possible options available to council including the impact of the different options on different sectors within the Masterton urban area.

We note that MDC is involved in the Wairarapa water Resilience Strategy. How committed to this strategy is council? What is its budgetary requirements and what has been achieved to date???

in summary council needs to show its ratepayers how your preferred proposal stacks up with other communities locally, regionally and nationally. To indicate a preference more details are require

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

Water Meter Charging

**129**

**Q11**

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?

While a remissions charging policy is worthy....it seems very beaucroatic. Those in financial hardship are unlikely to negotiate the maze of requirements. A \$300 contribution is laughable. Prior to covid we had a leak. Due to the age of the pipes a whole new piping system needed to be installed-total cost some \$3000. Given inflation etc its likely to have doubled. A meaningful contribution needs the be standardised and it could be, for example, 75% of the costs incurred. Altho with costs like we incurred those in financial hardship will not be able to tackle this problem. Perhaps if the council believes that it will significantly reduce consumption in the transition period-primarily due to fixing private property leaks see below1 council could employ a ccccdedicated team to repair the leaks and say provide an interest free loan for10-15 years???

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leak Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

As stated above this is can be very expensive. The leaks have been present on private property for decades expecting repair in a month is not fit for purpose. Have you tried to get a trade onsite recently????

How frequently will consumption data be forwarded to ratepayers?

The remission policy needs to be practical, fair and equitable-currently it isn't.

No1council could have a team/contractor employed to reduce leakages during the transition period.

How is hardship defined in other districts who have implemented water charging eg Kapiti and Carterton. Given the high deprivation status of Masterton-the highest we understand in the Wgtn region-how has this shaped the councils definition of hardship in this poicy and other policies within council.

Water Meter Charging

**130**

**Q14**

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

Water metering is a radical change which we support to reduce the rampant consumption of water in the Masterton township. There is very limited analysis to justify the charging policy and the remission policy appears to us to be overly beaurocratic and impractical so unlikely to be fit for purpose.

More analysis to justify these changes is required so we the ratepayers are obtaining value for money and they are fair and equitable.

Note making a submission isnt easy in this format. We have already forwarded a blank document to Council thinking the form hd been filled in. forms need to be simple to fill in with ample opportunities to make a submission ie not limits on the number of words.

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Water Meter Charging

**131**

#55

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 23, 2024 8:58:28 AM  
**Last Modified:** Saturday, November 23, 2024 9:08:28 AM  
**Time Spent:** 00:09:59  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Hewitt Harrison

Email

Phone

**Q2**

No

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.

**Q3**

Respondent skipped this question

What is your age range?

**Q4**

Respondent skipped this question

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

**Q5**

Respondent skipped this question

What is your gender?

**Q6**

Respondent skipped this question

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

Page 2: Your Thoughts

**Q7**

Option 2 – Adopt an alternative charging approach (please describe below)

Which is your preferred option for our future charging approach?



Water Meter Charging

**132**

**Q8**

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

If you wish to apply the 'User Pays' approach then there should not be a fixed charge of any nature - all fees charged should be based on the volume of water consumed. A Fixed fee is always going to disadvantage some ratepayers . At 50% targeted service charge the number of ratepayers unfairly treated will remain significant - and patently unfair.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Inevitably providing support to those with financial challenges will end up in folk rorting the system if a 'formula' is used. Financial hardship should be assessed on an individual basis if it is to be offered - and proper due diligence applied

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

133

#56

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, December 11, 2024 12:00:11 AM  
**Last Modified:** Wednesday, December 11, 2024 12:10:00 AM  
**Time Spent:** 00:09:49  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

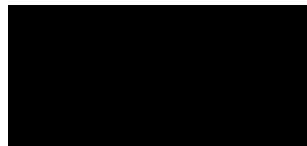
Full name (required)

Pamella hart

Postal address

Email

Phone



Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach (please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**134**

**Q8**

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

For a double property, the allowance should be for 2x.

---

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

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

A double sized property should have a greater water allowance

---

#57

## Your details

Full name (required) Sidney George Hayes

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?

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

What is your gender?

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



## 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?

While I agree all ratepayers should pay for the actual water they use, and that metering of water is the sensible approach I consider this decision should be left to the new water entity to be established and proposed to be up and running over the same period that you intend to phase in a new charging regime.

Please with all future submission documents get totally away from using such wording as, Recommended/ Preferred Council Option Etc. This challenges ones intelligence and is often assumed that this is what will happen anyway. (A simple options A, B, C ) would be less directive.

### 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?

Should be considered on a case by case basis.

**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?**

Any remission for excess water usage or repairs should be limited to unknown underground leaks and not include dripping/running taps and leaking pipework associated with the dwelling.

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

Water Meter Charging

138

#58

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 11:11:07 AM  
**Last Modified:** Friday, November 15, 2024 11:16:21 AM  
**Time Spent:** 00:05:13  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

JUDITH ANNE HEAPS

Postal address

Email

Phone

[REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

[REDACTED]

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**139**

**Q8**

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

What is the allocation of water per household, and does this differ for instance a 4bdrm house or 3bdrm or 2bdrm etc?

---

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

No. This seems reasonable to me

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No

---

**Q14**

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

No. Has to come so get on with it

---



Water Meter Charging

140

#59

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, December 08, 2024 7:58:39 PM  
**Last Modified:** Sunday, December 08, 2024 8:04:18 PM  
**Time Spent:** 00:05:39  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Marilyn Meryle Henderson

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

141

**Q8**

Respondent skipped this question

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

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

142

#60

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, December 07, 2024 8:21:05 AM  
**Last Modified:** Saturday, December 07, 2024 8:23:35 AM  
**Time Spent:** 00:02:30  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Jon hewitt**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

143

**Q8**

Respondent skipped this question

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

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

144

#61

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 11:09:07 AM  
**Last Modified:** Thursday, December 12, 2024 11:17:36 AM  
**Time Spent:** 00:08:28  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Graham Hill

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

145

**Q8**

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

Due to the councils poor performance regarding infrastructure, why do ratepayers again have to cough up.

For many years the failing infrastructure is a well known fact but duly elected councilors would rather spend hundreds of thousands fighting over a town hall that has seen it's time.

I would imagine many legal battles on the horizon due to these factors.

Why should ratepayers pay twice for a service that is poorly managed by the current council.

Embarrassing.

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

N/A

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

Water Meter Charging

146

Q14

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

No charges should be introduced.

---

Water Meter Charging

147

#62

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 2:28:33 PM  
**Last Modified:** Friday, December 06, 2024 2:32:21 PM  
**Time Spent:** 00:03:47  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Robyn Hill

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**



Water Meter Charging

148

**Q8**

Respondent skipped this question

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

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

149

#63

COMPLETE

Collector: Web Link 1 (Web Link)  
 Started: Thursday, November 14, 2024 3:14:02 PM  
 Last Modified: Thursday, November 14, 2024 3:22:10 PM  
 Time Spent: 00:08:07  
 IP Address: [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

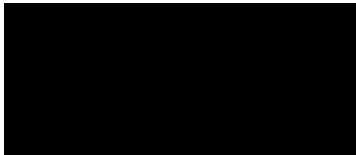
Full name (required)

Jonathan Hooker

Postal address

Email

Phone



Q2

No

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.

Q3

What is your age range?

Q4

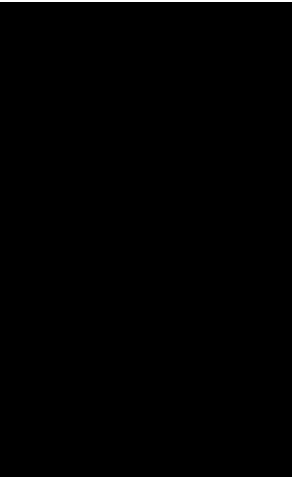
What is your ethnicity? (you may tick multiple boxes)

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts

Q7

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.

Water Meter Charging

150

**Q8**

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

Nil

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Nil

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

151

#64

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 11:48:43 AM  
**Last Modified:** Friday, December 13, 2024 11:51:36 AM  
**Time Spent:** 00:02:53  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Jan Houston**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

[REDACTED]

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

152

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

153

#65

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:45:24 PM  
**Last Modified:** Thursday, November 14, 2024 4:53:52 PM  
**Time Spent:** 00:08:28  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Ronald Hunter**

Email [REDACTED]

Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

154

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

155

#66

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 2:43:09 PM  
**Last Modified:** Friday, December 06, 2024 2:50:43 PM  
**Time Spent:** 00:07:34  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Matthew Hutchinson

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**



Water Meter Charging

**156**

**Q8**

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

User pays is the fairest option. I would be interested to see what the "metered free amount" would be

---

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Household income set at just below super rate

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No

---

**Q14**

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

I believe this is a fairer way of doing recouping costs

---

Water Meter Charging

157

#67

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:51:58 PM  
**Last Modified:** Thursday, November 14, 2024 4:58:23 PM  
**Time Spent:** 00:06:24  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Terry Inglis

Postal address

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**158**

**Q8**

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

It doesn't really matter as you have meters in place so you're going to change it what ever anyone says. The cost of these, the repairs being done and the cost to businesses while roads are coned and closed is far outweighing any benefit

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Not sure**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**Not sure**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

**159**

**Q14**

Respondent skipped this question

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

---

Water Meter Charging

160

#68

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 7:48:57 AM  
**Last Modified:** Friday, December 13, 2024 8:22:34 AM  
**Time Spent:** 00:33:36  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

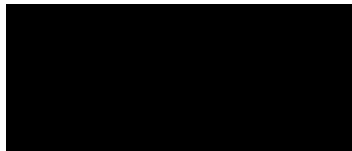
Full name (required)

Andre Sturgis Skinner Irwin

Postal address

Email

Phone



Q2

No

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.

Q3

What is your age range?

Q4

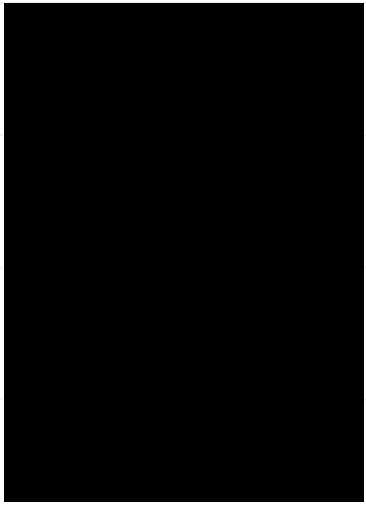
What is your ethnicity? (you may tick multiple boxes)

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**161**

**Q8**

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

The fact that the Masterton District Council is proposing that the district ratepayers fit the bill for the inept maintenance of the water supply infrastructure in the region, is for lack of a better word criminal. If the MDC had better allocated funds to essential infrastructure ( instead of vanity projects) this proposal would not be necessary.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

The financial situation of the district ratepayers has no implication on how

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

Council issues are not the responsible of the district ratepayers.

Water Meter Charging

**162**

**Q14**

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

I have a counter proposal. [REDACTED]

Water Meter Charging

163

#69

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 4:36:17 PM  
**Last Modified:** Thursday, December 12, 2024 4:43:09 PM  
**Time Spent:** 00:06:51  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) miles henry jackson  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**



Water Meter Charging

164

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

165

#70

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 8:18:54 AM  
**Last Modified:** Friday, December 13, 2024 8:30:33 AM  
**Time Spent:** 00:11:39  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Richard Thomas Jackson**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**166**

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Cost of repairs of a leak - eg the supply pipe to the house - can be a sudden burden, even if someone has a steady but small (eg pension) income. So financial hardship can be caused by a large and sudden and unplanned debt. You need to take the immediate impact of that cost into consideration.

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

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

On the face of it the policy seems fair, but there is always a suspicion the council will treat this like another cash cow. The council must adopt a clear determination to keep charges as low as possible, and not seek to profit from them. Water is essential to us all!

---

Water Meter Charging

167

#71

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 23, 2024 5:45:41 AM  
**Last Modified:** Saturday, November 23, 2024 6:18:07 AM  
**Time Spent:** 00:32:25  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Steve Jar**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

50-59

What is your age range?

Q4

New Zealand European

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

Q5

Male

What is your gender?

Q6

No

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**168**

**Q8**

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

I support a user pays option regarding water use / consumption.

---

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

No

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No

---

**Q14**

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

No

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Water Meter Charging

169

#72

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 22, 2024 12:23:47 PM  
**Last Modified:** Friday, November 22, 2024 12:30:50 PM  
**Time Spent:** 00:07:02  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Mark Jerling

Email

Phone

Q2

Yes (in person)

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

170

**Q8**

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

I support a "user pays" approach. I'd suggest we forgo a three year transition period and change over on a date to be determined from the current charging system to a largely "user pays" system. At the same time, I'd like to hear from Council how the basic right to clean drinking water will be met, for people who may not be able to afford the charging system. Will council cut off people's water? Or will they fit flow restrictors? Or some other means?

**Q9**

Yes

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?

**Q10**

Yes

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?

**Q11**

Respondent skipped this question

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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

Water Meter Charging

**171**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

172

#73

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 12:24:20 AM  
**Last Modified:** Friday, December 13, 2024 1:46:28 PM  
**Time Spent:** 13:22:08  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Barry Jessop

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**173**

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

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Water Meter Charging

174

#74

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 3:07:09 PM  
**Last Modified:** Friday, December 06, 2024 3:11:11 PM  
**Time Spent:** 00:04:01  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

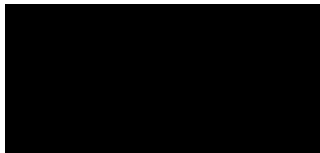
Full name (required)

Robert James Joblin

Postal address

Email

Phone



Q2

No

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.

Q3

What is your age range?

Q4

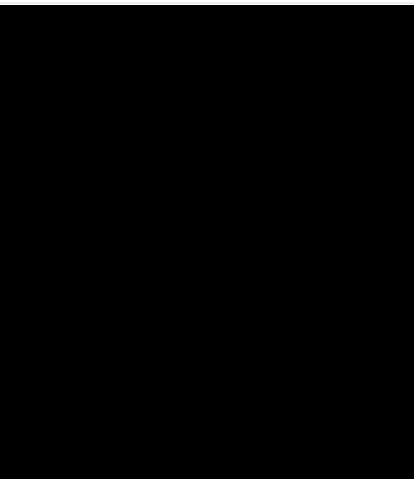
What is your ethnicity? (you may tick multiple boxes)

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts

Q7

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.

Water Meter Charging

175

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

176

#75

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 18, 2024 12:45:57 PM  
**Last Modified:** Monday, November 18, 2024 12:52:07 PM  
**Time Spent:** 00:06:10  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) Elizabeth Jonassen  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

177

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

178

#76

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 20, 2024 9:41:01 AM  
**Last Modified:** Wednesday, November 20, 2024 9:49:54 AM  
**Time Spent:** 00:08:53  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Tim Jonassen**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**179**

**Q8**

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

If you are moving to water metering are you going to remove this component from the rates charges?

**Q9**

**No**

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?

**Q10**

**No**

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?

**Q11**

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?

This is open to abuse, meanwhile those on pensions and fixed incomes will be expected to subsidise this.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leak. Do you support the Council's proposal to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

**Respondent skipped this question**

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



Water Meter Charging

180

#77

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:12:03 PM  
**Last Modified:** Thursday, November 14, 2024 5:20:40 PM  
**Time Spent:** 00:08:37  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

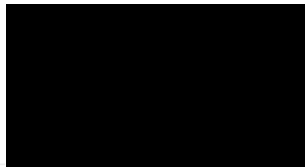
Full name (required)

Jason Kershaw

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

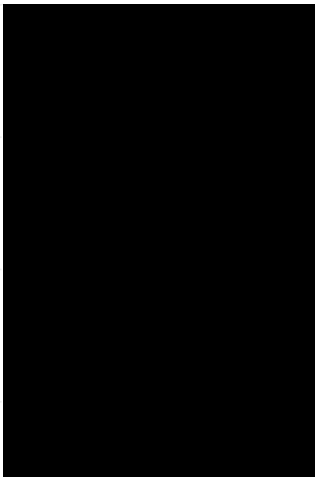
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**181**

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Defining Financial HardshipThere 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?

Case-by-case. With the high cost of living and low thresholds many people are earning too much to get any government support and yet still not enough to not be living paycheck to paycheck.

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

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

When people are charged for their water it would be a good idea to have their water use AND a comparison water use listed (Average use per home in Mton, average use per person?) so they can tell how they compare. If they think they are a low user for example and are actually above average in numbers then that might prompt a check for leaks.

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Water Meter Charging

182

#78

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 8:00:22 PM  
**Last Modified:** Thursday, December 12, 2024 11:15:39 PM  
**Time Spent:** 03:15:16  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Byron Leslie Knight

Postal address

Email

Phone

**Q2**

Yes (in person)

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

Water Meter Charging

**183**

**Q7**

Which is your preferred option for our future charging approach?

**Option 2 – Adopt an alternative charging approach  
(please describe below)**

Water Meter Charging

**184**

Q8

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

My Preferred Option Is:

DO NOT CHARGE ANY WATER RATE.

MDC must take proper responsibility for supplying sufficient water through pipes that are fit for purpose all the way from the treatment plant and reservoirs to the borough in all seasons.

The proposed water charges are just covering up this failure. Future increasing water charges just pass costs to the ratepayers for the council failures. The feeder pipes we are informed are already beyond their use by date.

With extra charges come pressure to not use sufficient water and trees and plants will die. Also increases fire risks. It will lead to build up of toxins. Certain plants will not reproduce and viable ground cover will vanish.

Some homes, mainly newer ones have very little green area, and will use nothing apart from household use. The majority of properties have medium to large amounts of greenery and will always require extra water. In effect we will be penalising most existing home owners for something that can't be changed.

The supply costs of enough water is a miniscule part of the overall budget. Failure to roll over council loans on time can save or waste this amount in a few months.

I am reliably informed that the aquifers in the wider Wairarapa after forty years or more of intense agriculture are showing no signs of diminishing. Why then is the borough running out of water? A massive dam proposed for a Kaitoke power station proved there is plenty of water available. Some streams only increase flow after two days of rain on the hills. Indicating to me variable aquifer storage which we should tap into.

I proposed in 2018 that the council accelerate the replacements of the feeder pipes from Kaitoke while finance was cheap to save money in the future, and future proof the system. What was done then?? What do we need now?? NEW PIPES!

There are springs feeding streams in the borough that NEVER run dry. Are we using this resource? We ask people who want to look after their gardens to only water while holding the hose?? What a waste of gardening time. With climate change we NEED more water. But water meters won't give us that answer.

Costs for living have gone up so much that once the meters come in most house holds will elect to go without. Hey, don't wash your clothes. Hey! Don't flush the loo. Hey, don't wash the car. Hey, don't dye your hair. Hey, don't flush away the animal pool! Hey, don't water the garden.

Hey you better put out the fire. Oh Shivers they have turned off our water????

What now? I know what its' like for families to have their power cut off. Devastating, but why should families be pressured this way.

Without families we have no society. If it wasn't for immigration we would be below replacement already. And their comes the rub. Compounded by lack of vision our immigration rates have been so high that ALL major towns and cities in New Zealand are struggling to supply services which OUR governments have forced on us.

We can relate excessive demand causing excessive rates rises for many years. What is the sense in this. Government does not evaluate each boroughs means and limits. But they tell us what we should supply. And the proposal to deal with those who have hardship?? Ludicrous. Totally demeaning.It's only this proposal that will create the hardships.

So dealing with hardship will become another industry.?? Two negatives. Instead of putting in meters we should have stopped the water leaks half a century ago. And replaced the supply lines.

Auckland city under the guidance of "Mayor Robbie" encouraged businesses and households to instal their own water tanks in the seventies. Those who did have saved Auckland from a water supply disaster. The recent extra water from the Waikato was a long time coming as we know. What are we doing?

Short term management always has its' downside. That's what this is in Masterton. We need a vision of over-supply of water, and ease of mind for all ratepayers who need water, and more water in the summer.

In nearly fifty years I have never seen a summer with no water restrictions that I can remember. We are so used to being short of summer water that we have become hypnotised and can't imagine having more than enough. When we save our losses we won't have toxic algae problems in Henley Lake. Let's fix the problems.

Don't procrastinate: Don't hesitate.

Fix the pipes and not the RATES!

Come on MD you're such a talker

Don't blame the ratepayers for running out of water

Water Meter Charging

185

Don't blame the ratepayers for running out of water.

Get a move on and do what you ought-a  
We don't want to cause irreverent laughter!

Oh, I forgot.

You did elect them didn't I??

Oh B-----r.

**Q9**

No

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?

**Q10**

No

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?

**Q11**

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?

I don't believe water rating should ever put a rate-payer into hardship.

If you must, then police the leaks and and fix them immediately. Rate payer to pay.

**Q12**

No

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

I would leave this to the counseling and budgeting services and Winz and family support. The council should not provide what is the Governments responsibility

Water Meter Charging

**186**

**Q14**

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

This is not "Governance" or leadership. This is procrastination, and lacking in proper vision for a well equipped and flourishing city. Supply more than adequate water year round as part of normal supply.

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Water Meter Charging

187

#79

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:10:34 PM  
**Last Modified:** Thursday, November 14, 2024 5:14:02 PM  
**Time Spent:** 00:03:27  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) Pradeep Kumar  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.



Water Meter Charging

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**Q8**

Respondent skipped this question

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

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Not sure

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

189

#80

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 12:23:02 PM  
**Last Modified:** Friday, December 13, 2024 12:51:20 PM  
**Time Spent:** 00:28:17  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

PETER ( JENNY ) Raymond Ladd

Organisation (if submitting on behalf of organisation)

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

Water Meter Charging

**190**

**Q7**

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.**

**Q8**

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

Option One is the best of the 3 options/alternatives, BUT what is MDC doing about water storage, domestic residential. Also, what is the MDC doing to foster larger scale water retention in dams on rivers. Tinkering with the present systems is not going to assist and solve potable water storage for the future. The Wairarapa receives a plentiful supply of rainfall to be sufficient for all of the year but due to Councils (all of the Councils in the Wairarapa and the GWRC) inactions, negative attitudes, and trying to win votes, nothing useful gets done and in the meantime all the surplus almost free water runs out to sea.

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council’s proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Any Rates remissions must be done on a case-by-case basis with the applicants/recipients needing to actually and personally apply.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council’s proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Water Meter Charging

**191**

**Q13**

Respondent skipped this question

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

---

**Q14**

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

\*Please see my comments and reply to question 8 above.

\*It would be far more useful for all of the residents in Masterton AND the Wairarapa if all of the 3 or 4 Councils in the Wairarapa concentrated on amalgamating the 3-4 Councils into ONE Council that would then have some actual clout and negotiating strength with Central Government.

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Water Meter Charging

192

#81

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 05, 2024 10:16:24 PM  
**Last Modified:** Thursday, December 05, 2024 10:20:37 PM  
**Time Spent:** 00:04:13  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Jocelyn Lee

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**193**

**Q8**

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

Water based on CV value is terrible. You should be charged for usage. There's houses with low CV value but 6+ living in them. Houses with high CV value with 2 living. Charge for what is used. You've spent the money investing in meters. Use them.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

**194**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

195

#82

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 8:49:31 PM  
**Last Modified:** Thursday, November 14, 2024 8:54:31 PM  
**Time Spent:** 00:04:59  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Kevin Liggins

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**



Water Meter Charging

196

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

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Water Meter Charging

197

#83

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 16, 2024 2:27:43 PM  
**Last Modified:** Saturday, November 16, 2024 2:33:53 PM  
**Time Spent:** 00:06:10  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Catherine G Lindsay**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

198

**Q8**

Respondent skipped this question

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

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

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

Within reasonable water usage volumes the overall rates bill should not increase as a result of this change

Water Meter Charging

199

#84

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 12:19:46 PM  
**Last Modified:** Friday, November 15, 2024 12:33:53 PM  
**Time Spent:** 00:14:06  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Ian Cecil Lindsay

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

**200**

**Q8**

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

It must result in a net decrease in rates overall, and, the actual cost of implementation must be audited by a QA/QS authority before implementation. Now is a good time in the process for a high quality review and audit. I am retired and can assist in vetting at no charge if this helps you.

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Yes, the help should come with requirement to fix the overuse situation if practical to do so. If you have a leaking swimming pool there should not be help. Genuine hardship should be helped.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

Yes it should read "and other criteria are met" ha ha!  
Seriously, keeping things equitable may be problematic but rewarding ACTION is good.

Water Meter Charging

**201**

**Q14**

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

Masterton have a great council who seem to be "on to it".

Given that we are at 70% metering this seems a great idea. The cost/benefit analysis should be rigorous but it's most likely a question of when not if. Thanks

---

Water Meter Charging

202

#85

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 16, 2024 4:07:35 PM  
**Last Modified:** Saturday, November 16, 2024 4:18:52 PM  
**Time Spent:** 00:11:16  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Steve linton

Postal address

Email

Phone

**Q2**

Yes (via MS Teams)

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Option 2 – Adopt an alternative charging approach (please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**203**

**Q8**

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

charging for water or the supply of. extortion like your rates!

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

How the can you charge for a water leak from YOUR system, your already charging for the supply, through YOUR infractstructure, now you want to charge ppl when YOUR pipes break down? double dipping. But oh we will help ppl if they can't afford to repair our pipes!!!!

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

See above!



Water Meter Charging

**204**

**Q14**

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

Your rates are already outrageous, now you want to charge for the "supply of water" [REDACTED]

---

Water Meter Charging

**205**

#86

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 8:41:13 PM  
**Last Modified:** Thursday, November 14, 2024 8:47:10 PM  
**Time Spent:** 00:05:56  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

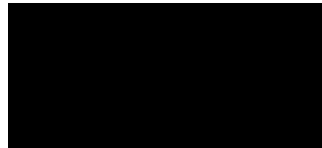
Full name (required)

Steve Loftus

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

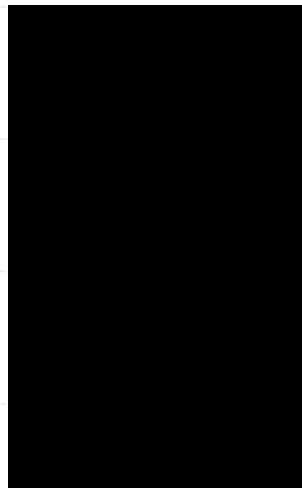
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**206**

**Q8**

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

I think it is a fair and reasonable approach to charge for volume used.

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**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

No

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No

---

**Q14**

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

No

---

Water Meter Charging

207

#87

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, December 10, 2024 11:00:51 PM  
**Last Modified:** Tuesday, December 10, 2024 11:08:00 PM  
**Time Spent:** 00:07:09  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Paul London

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

208

Q8

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

Water Meter Charging Consultation

To Whom it May Concern:

Thank you for the opportunity to comment on the proposed changes to the way Council currently charges for the supply of water to the regular householder.

Until I moved into the Masterton Borough some two years ago, the original property I owned for over 15 years (a small lifestyle block on Ngaumutawa Road) had its water usage monitored by a Water Meter.

The accountancy package or model Council used to bill me for this water was, in my opinion flawed, in that I was allocated 50 cubic metres (50,000 litres) of water per three-month period at a predetermined price, originally set at \$25.00 per quarter. In other words, 50 cents per cubic metre. Over the 15-year period this cost gradually rose, where in 2022 I was paying \$59.80 for 50 cubic metres of water.

During some months of the year, it was not uncommon to exceed the allocation and subsequently I was billed at a higher rate for the excess water used. However, if I used less than the quarter yearly allocation, I still paid the full Water Tax (as it was called) of \$59.80. So, during the summer period at a time when Council called on households to conserve water, and in complying with that request I found the more water I saved the dearer per cubic metre it became. For example, if I used only 1 cubic metre in the three-month period the unit cost was \$59.80, while on the other hand if I used my full quota, it worked out at \$1.20 per cubic metre. To further aggravate this situation, included in my annual property Rates was a Water Supply Charge of \$123.00 (the 2023 year). So, as you can see the Council wasn't exactly giving the water away and I now find it hard to understand the opening statement in the e-mail inviting householders to participate in a Survey, when it is reported, "Council does not make a profit from water". For in my example above, I'm sure Council never lost any money supplying that property.

In order to address this issue, I, from time to time approached Council, in one instance I wrote to our former Mayor Lyn Patterson drawing her attention to this unfair method of billing. In her reply to me I was advised to wait as it was anticipated a working party was to be set up to review the distribution and billing of water around town. As I heard nothing further, I assumed this initiative was 'shelved'.

In conclusion, may I respectfully request that what ever model Council choose to use, that it be based on the quality of water consumed, by all means have a quarterly billing period but only charge for the water used and not what could be used.

Thanking you in anticipation

Paul London

10th December 2024

Q9

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Water Meter Charging

**209**

**Q10**

Yes

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?

---

**Q11**

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?

No

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No

---

**Q14**

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

No

---

Water Meter Charging

210

#88

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 6:18:32 AM  
**Last Modified:** Friday, December 13, 2024 6:23:35 AM  
**Time Spent:** 00:05:02  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Karen Louise Lundie

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**211**

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Respondent skipped this question

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

The way financial hardship is defined at the moment is the best option for me and expeditious for the Council to continue.

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

I believe it is essential to have a Rates Remission Policy and those that use it appreciate it.

---

**Q14**

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

No.

---



Water Meter Charging

212

#89

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 2:04:30 PM  
**Last Modified:** Friday, December 06, 2024 2:09:07 PM  
**Time Spent:** 00:04:37  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Mason Macfarlane**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**213**

**Q8**

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

No

---

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Not sure**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

No

---

**Q12**

**Not sure**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No

---

**Q14**

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

No

---

Water Meter Charging

214

#90

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:52:07 PM  
**Last Modified:** Thursday, November 14, 2024 4:58:05 PM  
**Time Spent:** 00:05:57  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Kelly Mason

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

215

**Q8**

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

CV is a terrible basis for assessment and doesn't reflect usage or ability to pay.

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Same as the rates rebate method.

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

A lot of people who either have tenants or are newly moved on to a property may be unaware of any leaks. Having dealt with council over a sewerage issue that was largely put on me (but turned out to be a council problem at the road) I would want to ensure that people have adequate notification of water meter readings showing usage prior to the system being brought in as there might be many leaks that people are unaware of.

Water Meter Charging

**216**

**Q14**

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

I would prefer we weren't charged as rates already cover a large contribution but also don't want to end up like south Wairarapa with issues that are almost unfixable. Water rates should be solely used for water supply and not used as a means to fiscally aid other council projects.

---

Water Meter Charging

217

#91

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:45:34 PM  
**Last Modified:** Thursday, November 14, 2024 4:50:07 PM  
**Time Spent:** 00:04:32  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) Adam McCormack  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**218**

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

---

Water Meter Charging

219

#92

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 1:19:09 PM  
**Last Modified:** Friday, November 15, 2024 1:23:00 PM  
**Time Spent:** 00:03:51  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Sandra McCullough**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**



Water Meter Charging

220

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Case by case, with appropriate evidence

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

221

#93

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 6:22:10 PM  
**Last Modified:** Thursday, November 14, 2024 6:28:13 PM  
**Time Spent:** 00:06:02  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Gareth McEwen

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**222**

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Have a dollar value and increase your threshold \$15k for every child

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

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Water Meter Charging

223

#94

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 11:26:29 AM  
**Last Modified:** Friday, December 06, 2024 11:32:20 AM  
**Time Spent:** 00:05:51  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Cathrine McIntosh

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**224**

**Q8**

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

I would not object to a higher percentage of overall charge being based on usage eg higher than your proposed 50%.

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Using an existing definition as proposed sound sensible.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

Perhaps include some education for those with high water usage to help reduce any wastage.

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

225

#95

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 11:47:58 AM  
**Last Modified:** Friday, December 06, 2024 12:03:47 PM  
**Time Spent:** 00:15:48  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

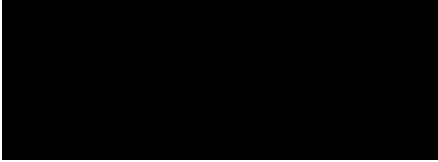
Full name (required)

John medlin

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

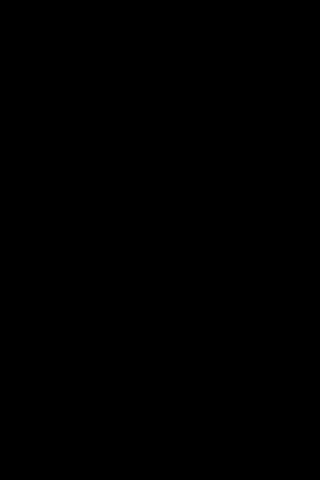
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**226**

**Q8**

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

Councils will find a way to take the most money for this but wrap it up to sound like the best idea anyway so nothing we say will change the ultimate outcome.

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Csc card or proof of financial hardship . NOT race related but the same definition for all households using equal fairness for all.

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

One month will not be enough for most people if the problem needs costly repair

**Q14**

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

No doubt the council will just do it anyway. The options really don't help anyone as a huge increase in costs will be the outcome for us in the end.

Water Meter Charging

227

#96

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 10:46:47 AM  
**Last Modified:** Friday, December 06, 2024 10:52:38 AM  
**Time Spent:** 00:05:51  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Paul Menzies

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts



Water Meter Charging

**228**

**Q7**

**Option 2 – Adopt an alternative charging approach  
(please describe below)**

Which is your preferred option for our future charging approach?

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**Q8**

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

At Riversdale Beach we collect store and maintain our own water at our cost. No need for the council to poke it's nose in,

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**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Defining Financial HardshipThere 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?

I am not confident that council or it's employees has the knowledge experience or expertise to undertake these assessments.

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

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

No

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Water Meter Charging

**229**

**Q14**

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

No

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Water Meter Charging

230

#97

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:15:48 PM  
**Last Modified:** Thursday, November 14, 2024 5:21:50 PM  
**Time Spent:** 00:06:01  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Richard Miles

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

**231**

**Q8**

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

User pays is a more beneficial and fairer method of charging for water usage.

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

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

This will encourage homeowners to save water and use more sparingly, especially as rivers run with less flow in future years.

Water Meter Charging

232

#98

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 5:08:00 PM  
**Last Modified:** Thursday, December 12, 2024 6:25:05 PM  
**Time Spent:** 01:17:05  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Rodney John Miller**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**233**

**Q8**

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

It is important to action this asap

---

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

must have a community services card and prove hardship

---

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

If there is a remission is given for water leaks there will be no incentive to get it repaired.

---

**Q14**

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

Just get it done

---

Water Meter Charging

234

#99

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:48:08 PM  
**Last Modified:** Thursday, November 14, 2024 6:10:05 PM  
**Time Spent:** 00:21:56  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Sara Bridget Mitchell

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

**235**

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

no I would leave to the experts

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

no thank you

---

**Q14**

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

I would hope that having to pay for the water used that people value and respect the water they use

---



Water Meter Charging

236

#100

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 19, 2024 11:28:33 AM  
**Last Modified:** Tuesday, November 19, 2024 11:31:31 AM  
**Time Spent:** 00:02:58  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Ian Monaghan

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

237

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

238

#101

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 3:15:56 PM  
**Last Modified:** Friday, December 06, 2024 3:26:06 PM  
**Time Spent:** 00:10:10  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Duncan Moore

Organisation (if submitting on behalf of organisation)

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Water Meter Charging

**239**

**Q7**

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.**

**Q8**

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

If only we could introduce similar direct charges for local businesses' co2-e emissions! Our local per capita carbon emissions are way more than twice the national average.

Generally, reducing water use will help reduce MDCs emissions (according to the council's emissions mgmt plan), AND individual households' emissions (reduced water heat energy/emissions), AND encourage water-appropriate planting (= more natives).

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council’s proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Very important to seek all communities' understanding and support of changes.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council’s proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

240

Q14

Respondent skipped this question

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

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Water Meter Charging

241

#102

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 4:43:39 PM  
**Last Modified:** Friday, November 15, 2024 4:47:29 PM  
**Time Spent:** 00:03:50  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Helen Mary Morgan

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Water Meter Charging

242

**Q7**

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.**

**Q8**

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

Respondent skipped this question

**Q9**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Yes

**Q10**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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

**Q11**

Defining Financial HardshipThere 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?

All of the above

**Q12**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Yes

**Q13**

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

Respondent skipped this question

Water Meter Charging

243

Q14

Respondent skipped this question

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

---



Water Meter Charging

244

#103

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, December 09, 2024 3:22:05 PM  
**Last Modified:** Monday, December 09, 2024 3:34:18 PM  
**Time Spent:** 00:12:13  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Adrian Morris

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**245**

**Q8**

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

When we moved into [REDACTED] the house was a new build and water pressure was high. The house was setup for this water pressure, the council then swapped water feed and our pressure is considerably less. It now takes an age and lots of wasted water to get Hot water via gas boiler to the showers. Water meter would mean I am paying for wasted cold water because council made a change to my feed.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Yes, do not do it based on race. Fairest way is to not provide for financial hardship and leave it to the social services.

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

**246**

**Q14**

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

Regardless of survey results, which let's face it is a hoop jumping exercise to say people were consulted, just like the change of speed limits in the area. One way or another tax payers of the region will have to pay more for less in order to pay debts caused by poor management of council funds and lack of routine maintenance.

---

Water Meter Charging

247

#104

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:11:12 PM  
**Last Modified:** Friday, December 06, 2024 10:45:25 AM  
**Time Spent:** Over a week  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Julian Moss

Postal address

Email

Phone

**Q2**

Yes (in person)

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

248

**Q8**

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

100% user pays.

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Not sure

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

People experiencing financial difficulties can usually get support from central government.

**Q12**

No

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

There is a woeful lack of willingness for individuals or organisations to take responsibility for their own lifestyle choices. There is no such thing as maintenance free. The must-do must take priority over the nice and easy things.

**Q14**

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

Don't penalise those who take the initiative, roll their sleeves up to get stuff done, and prioritise their time, and resources and sometimes go without to achieve a better longtime future for their family and community.

Water Meter Charging

249

#105

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 22, 2024 11:23:53 AM  
**Last Modified:** Friday, November 22, 2024 11:47:12 AM  
**Time Spent:** 00:23:19  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required) **Rebecca Mouat-Stokes**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach (please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

250

**Q8**

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

We are an older couple with impaired health, and unable to work. We own and live in a three bedroom home without family. We have rainwater tanks purchased from the MDC and use washing machine only twice weekly. We are terrified of being charged for water on the assumption that a larger home means a larger volume of use. To be included with larger councils means we are lost in the machinery of outfits that never even understand the towns or people involved. We absolutely believe assumptions of use based on house and property size is wrong.

Why can it not be like electricity? Why meters if that is not how we will be charged? Leave house size out and charge what we use.

**Q9**

Yes

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?

**Q10**

Yes

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?

**Q11**

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?

Please use NET household income NOT GROSS, as that is how much money is actually available to the householder as opposed to the taxes already removed and never actually available for living.

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

Water Meter Charging

**251**

**Q14**

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

We are frightened. Happy to pay for what we use, but afraid we will have to leave our home of many years if charged for a large family.

---



Water Meter Charging

252

#106

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 20, 2024 9:52:24 PM  
**Last Modified:** Wednesday, November 20, 2024 10:10:07 PM  
**Time Spent:** 00:17:43  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **pat murdoch**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**253**

**Q8**

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

speaking in general alot of people just cant afford any type of increase in their payments. Why havent the supply water pipes been replaced over the years when needed?

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Not sure**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

will the council listen to the rate payers.

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

replace the old water pipes quickly. do the job yesterday and not in ten years time

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

254

#107

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 4:23:05 PM  
**Last Modified:** Thursday, December 12, 2024 5:08:44 PM  
**Time Spent:** 00:45:39  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

David Murray

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**255**

**Q8**

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

Town supply water charges should be exclusively based on a consumption model.

The less Ratepayers use the less they should be charged right down to if they use no water at all then they should not be charged for town supply water. Every litre should incur the same charge.

The inverse is true. The more water they consume then the more water they should be charged for, with no upper limit.

This would actively incentivize people to reduce the amount of water they consume.

Waste water charges should be based on a card of rates entirely dependent on the number of bedrooms and the number of interior taps in the house. The more bedrooms, and the more taps there are, There should be no fixed rate. As the number of bedrooms increases, and as the number of taps.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

The Council is not a bank and as such should not be providing credit to Ratepayers.

The Council should not be conducting its business in such a manner that it must set rates charges so high that Ratepayers cannot afford to pay them.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Water Meter Charging

**256**

**Q13**

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

Remission charges for excess consumption after having repaired a water leak should be based on the billing cycle not on a calendar month.

If billed quarterly then remission should be for a quarter.

Also, remission should only be if there is quantified evidence in the form of data from the same billing period in two previous years prior to the leak that demonstrates what a Ratepayer's normal water consumption would have been, and only once that leak has been fully repaired, then remission back to what their normal usage would have been - as a good faith incentive to repair the leak.

---

**Q14**

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

When will you be sending out documentation that shows what our consumption has been to date since the meters have been installed? And you should be quite completely transparrant regarding how you set the price per litre, and what actual real costs went in to setting the price per litre.

This should be a not-for-profit enterprise, but should also be receiving enough revenue to enable progressive lifecycle replacement of underground and treatment plant infrastructure over an appropriate period - perhaps over 50 years - so that the value and condition of Ratepayer-owned assets is protected.

---

Water Meter Charging

**257**

#108

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 8:16:39 AM  
**Last Modified:** Friday, November 15, 2024 8:25:12 AM  
**Time Spent:** 00:08:32  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

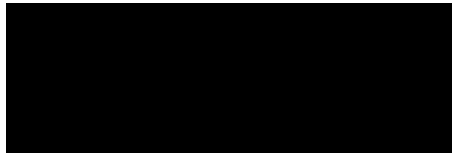
Full name (required)

John Murray

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**258**

**Q8**

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

Just get on and do it!!

---

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Not sure**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Don't make it too easy to slide out of paying for actual water use.

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

Avoid excess remission as this effective subsidy will fall on all other rate paying citizens.

---

**Q14**

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

Meters are an excellent mechanism for balancing out water charges on a 'user pays' basis.

---

Water Meter Charging

259

#109

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:03:42 PM  
**Last Modified:** Thursday, November 14, 2024 5:05:32 PM  
**Time Spent:** 00:01:50  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Praveen Nakka

Postal address

Email

Phone

Q2

Yes (via MS Teams)

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)



Water Meter Charging

260

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

No

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

261

#110

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, December 08, 2024 10:58:36 PM  
**Last Modified:** Sunday, December 08, 2024 11:41:54 PM  
**Time Spent:** 00:43:18  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Raewyn Maria Namana

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**262**

**Q8**

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

I do not agree to the water meters or being charged for excess water usage.

I do agree to pay a fee for getting the water to my address through the councils pipes.

I own a 4 bedroom house with only 1 person living there at the moment.

I'm sure you will base your meter charges on how much that 1 person water usage is.

My concern is how much I will be charged when we all come home.

Council says they have installed 87% of meters in Masterton, out of that 87% how many have been installed in the upper Lansdowne Hill or Opaki Road where all the new lifestyle blocks are?

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Not sure**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

We are all experiencing hardship in some way throughout the year.

It depends what your definition of hardship is.

**Q12**

**Not sure**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

263

**Q14**

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

No one owns the water

No one owns the lands

No one owns the oceans

No one owns the sands

These are given by our mother earth

The planet provides for free

Only by the hands of the greedy

Does the earth require a fee.

---

Water Meter Charging

264

#111

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 20, 2024 2:09:26 PM  
**Last Modified:** Wednesday, November 20, 2024 2:33:03 PM  
**Time Spent:** 00:23:37  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Dhamu Nathan

Postal address

Email

Phone

[REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

[REDACTED]

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

265

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

266

#112

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 18, 2024 9:22:27 AM  
**Last Modified:** Monday, November 18, 2024 9:27:35 AM  
**Time Spent:** 00:05:07  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Gareth Norris

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

267

**Q8**

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

I support water meters and user pays. Donalds Road is on water meters and has been for over 20 years. It makes you think about your water use.

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

I have exsperinced leaks in the past and its important to realise that its no ones fault. If repaired with in a month, then reduce the invoice cost. This is very fair and incentives the repair.



Water Meter Charging

**268**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

269

#113

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 10:28:43 AM  
**Last Modified:** Friday, December 06, 2024 10:35:24 AM  
**Time Spent:** 00:06:40  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Paula Pakai

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

270

Q8

Respondent skipped this question

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

Q9

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Q10

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

Q11

Defining Financial HardshipThere 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?

As above but with the ability to look at case-case

Q12

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Q13

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

I would like to see the water leakages around town streets etc before we get charged more for water. And maybe the amount of 1 water fill of a pool to be covered per year .?

Q14

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

Not related but please can the leaks be fixed in the diving pool so we can come back and use the swimming pools      thankyou

Water Meter Charging

271

#114

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 5:11:40 PM  
**Last Modified:** Thursday, December 12, 2024 5:14:14 PM  
**Time Spent:** 00:02:34  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

MARILYN PALMER

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

Water Meter Charging

272

**Q7**

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.**

**Q8**

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

Respondent skipped this question

**Q9**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

No

**Q10**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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

**Q11**

Defining Financial HardshipThere 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?

Respondent skipped this question

**Q12**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Yes

**Q13**

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

Respondent skipped this question

Water Meter Charging

273

Q14

Respondent skipped this question

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

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Water Meter Charging

274

#115

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:45:11 PM  
**Last Modified:** Thursday, November 14, 2024 4:49:51 PM  
**Time Spent:** 00:04:39  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Paul Philipson

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

275

**Q8**

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

Just charge for excessive water usage

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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



Water Meter Charging

276

#116

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 19, 2024 5:50:25 PM  
**Last Modified:** Tuesday, November 19, 2024 5:54:57 PM  
**Time Spent:** 00:04:31  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Vicky pope

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Respondent skipped this question

Which is your preferred option for our future charging approach?

Water Meter Charging

277

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

278

#117

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 8:14:25 PM  
**Last Modified:** Friday, November 15, 2024 11:11:30 AM  
**Time Spent:** 14:57:04  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Jennah Rameka**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**279**

**Q8**

Respondent skipped this question

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

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**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Personally I think that all should be able to access this fund if needed. I dont know many families now who earn below the threshold to get a community services card but I do know that the majority of people I know are barely getting by with the cost of living as it is. Also those I do know who have been able to get a community services card are all renters - it wont be up to them to fix the leaks anyway. To think that anyone has extra money to be able to fix leaks seems a bit crazy to me - families are going to end up doing it tougher than they already are.

I think it should be based more on what a family can show they have left after all of their bills etc rather than being based on a community services card.

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

Water Meter Charging

**280**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

**281**

#118

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 7:11:28 AM  
**Last Modified:** Thursday, December 12, 2024 8:55:58 AM  
**Time Spent:** 01:44:29  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)	Horipo Rimene
Organisation (if submitting on behalf of organisation)	Rangitane O Wairarapa Inc. (ROW)
Postal address	[REDACTED]
Email	[REDACTED]
Phone	[REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**282**

**Q8**

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

ROW believes: no charging for water, it is human right to water but, charging for the water infrastructure to 40 per cent for maintenance purpose. Climate change, all new houses should have a water tank connected to its property.

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

No

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

ROW believes: no charging for water, it is human right to water but, charging for the water infrastructure to 35 per cent for maintenance purpose we would support. The propose increase is over 1/3 increase (30% increase to 50%) council needs to be precise in its wording: Water or Infrastructure that is being charged.

NO ONE OWNS WATER.

Climate change, all new houses should have a water tank connected to its property.

Water Meter Charging

**283**

**Q14**

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

ROW heard that MDC is supporting (?) the Wairarapa Water Resilience Committee (WWRC), we know that WWRC are looking at water storage for the area, but our concern would be a dam (cost), the impact this would have on the Rate payers/community, cultural values, Mana O Te Wai values.

---



Water Meter Charging

**284**

#119

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 8:30:22 AM  
**Last Modified:** Friday, November 15, 2024 8:39:08 AM  
**Time Spent:** 00:08:45  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

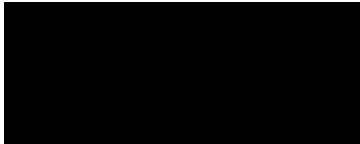
Full name (required)

Jan Read

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

**Option 2 – Adopt an alternative charging approach (please describe below)**

Water Meter Charging

**285**

**Q8**

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

I would prefer for charge to come out with rates charge every 2 weeks as on senior citizens can't afford a big bill

---

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Yes I think help with computer card for financial hardship purposes!

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

Just got to be affordable for all!

---

**Q14**

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

It must sustainable for all rate payers especially as it's hard times. Maybe council should make it that all new homes have to have a spare water tank for garden use!

---

Water Meter Charging

286

#120

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 12:19:42 PM  
**Last Modified:** Friday, December 13, 2024 12:36:48 PM  
**Time Spent:** 00:17:06  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Carl Redvers

Organisation (if submitting on behalf of organisation)

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**287**

**Q8**

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

If we are paying for water then I see no reason why we should pay a connection charge or any other charges via the rates.

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

The Council should assess and decide. The reason/s must be checked.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

Yes but, what are the other criteria?

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

288

#121

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, December 09, 2024 9:59:37 AM  
**Last Modified:** Monday, December 09, 2024 10:16:49 AM  
**Time Spent:** 00:17:11  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Lyn Riley

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

**289**

**Q8**

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

Option 1 seems to offer a fair balance between addressing the costs of maintaining infrastructure (service charge) and promoting water conservation (volume charge). It also encourages equitable cost distribution, where households contribute based on both their usage and the shared cost of infrastructure. The transition period may pose challenges (financial and behavioural changes required) but over a three year period allows time for residents to adjust, making this option preferable in the long run. Support for vulnerable groups (including pensioners) will be required during the transition period.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Given the context of Masterton's high percentage of over 65s, many of whom live on fixed or limited incomes, and a demographic with very low incomes, finding a fair and equitable solution to rates for these individuals will require the Council to consider several key factors. The current superannuation rate being used as the threshold for financial hardship is a good starting point, but there may be a need for more targeted measures to ensure fairness for elderly and vulnerable ratepayers (especially given the number of widows and widowers living here who live on \$20k pa).

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Water Meter Charging

**290**

**Q13**

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

Rates remissions need to be fair and compassionate. Water leaks, especially hidden ones, can be an unexpected and unintentional cause of high water consumption. Ratepayers should not be penalised for a situation beyond their control, especially if they act quickly to fix the issue. However, I do not support remissions where households are incurring high water charges due to their own inability to change behaviours around water consumption (low income or not). However, an educational awareness programme will need to be undertaken by Council to drive home the message to conserve water AND save money.

---

**Q14**

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

Council could introduce new incentives for water conservation or for households who maintain water efficient practices (eg. a free or subsidised in-home water use audit; offer incentives for using grey water systems (discounted tanks); in partnership with local businesses offer financial rebates or discounts to households that purchase water-efficient appliances, eg low flow toilets, water efficient washing machines, dishwashers/showerheads etc. This might encourage the replacement of older, less efficient appliances that use more water than the newer, modern efficient models)

Council also needs to come up with clear policies and a fair and transparent process for those living on shared driveways with one water meter. I understand there is an issue in our community around this now with all the sub-dividing of properties occurring. This is to ensure that those sharing water meters are treated fairly and equitably and that the system works efficiently for all involved. This should minimise the potential for conflict while ensuring that each party pays their fair share. Council might also need to offer a disputes resolution and mediation service to handle disagreements, as opposed to leaving it to the residents as is the current situation.

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Water Meter Charging

291

#122

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 19, 2024 11:47:37 AM  
**Last Modified:** Tuesday, November 19, 2024 11:50:33 AM  
**Time Spent:** 00:02:55  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Ngahuia Rimene**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts



Water Meter Charging

292

**Q7**

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

**Q8**

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

Respondent skipped this question

**Q9**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Yes

**Q10**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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

**Q11**

Defining Financial HardshipThere 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?

Respondent skipped this question

**Q12**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Yes

**Q13**

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

Respondent skipped this question

Water Meter Charging

**293**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

294

#123

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:23:43 PM  
**Last Modified:** Thursday, November 14, 2024 5:30:46 PM  
**Time Spent:** 00:07:02  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

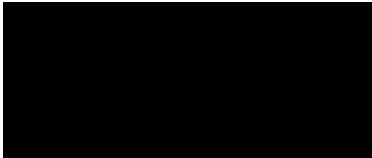
Full name (required)

Phil Robertson

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

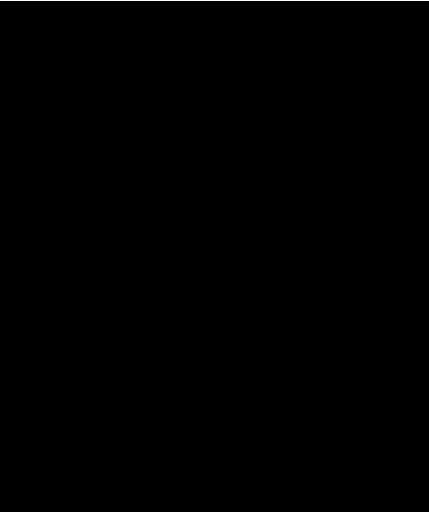
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

Option 2 – Adopt an alternative charging approach  
(please describe below)

Water Meter Charging

295

**Q8**

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

Unreasonable that one person living alone gets the same allocation as a family of 7 or 8.

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

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

Will there be a corresponding reduction in rates once water metre charges start. (There should be).

Water Meter Charging

296

#124

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, November 17, 2024 7:44:22 PM  
**Last Modified:** Sunday, November 17, 2024 7:47:00 PM  
**Time Spent:** 00:02:38  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Tim Robinson

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.**

Water Meter Charging

297

**Q8**

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

Water meters save ratepayers money.

**Q9**

Yes

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?

**Q10**

Yes

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?

**Q11**

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?

Community services card.

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

298

#125

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 9:08:29 PM  
**Last Modified:** Friday, November 15, 2024 9:11:24 PM  
**Time Spent:** 00:02:55  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

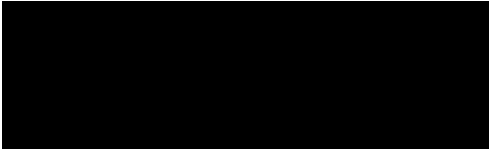
Full name (required)

Lisa Roche

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

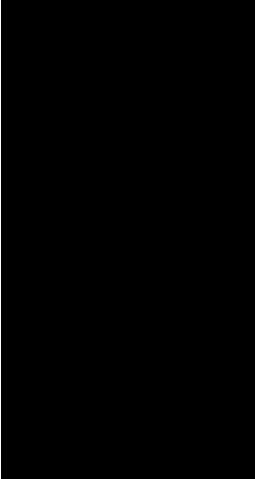
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

299

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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



Water Meter Charging

300

#126

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 5:35:51 PM  
**Last Modified:** Thursday, December 12, 2024 5:40:02 PM  
**Time Spent:** 00:04:11  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

jacinta roe

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**301**

**Q8**

Respondent skipped this question

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

---

**Q9**

Not sure

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

one month is not enough time

---

**Q14**

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

i don't think putting the community under anymore financial pressure is a wise idea.

---

Water Meter Charging

302

#127

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, December 08, 2024 9:23:55 PM  
**Last Modified:** Sunday, December 08, 2024 9:40:57 PM  
**Time Spent:** 00:17:02  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Michael Rolls

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**303**

**Q8**

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

Only charge on volume. no connection fee. No service fee. Only volume.

---

**Q9**

**Not sure**

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?

---

**Q10**

**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?

---

**Q11**

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?

no

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

no

---

**Q14**

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

Can I turn my toby off and pay nothing?

---

Water Meter Charging

304

#128

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 18, 2024 1:50:39 PM  
**Last Modified:** Monday, November 18, 2024 1:58:16 PM  
**Time Spent:** 00:07:37  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Fiona Ross

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Respondent skipped this question

Which is your preferred option for our future charging approach?

Water Meter Charging

**305**

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Respondent skipped this question

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

New Zealand Superannuation with out other income should be considered financial hardship.

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

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

I have serious concerns that water provision SHOULD NOT be able to be sold off to private companies

---

Water Meter Charging

**306**

#129

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, December 08, 2024 6:58:24 PM  
**Last Modified:** Sunday, December 08, 2024 10:34:10 PM  
**Time Spent:** 03:35:45  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Kathryn Ross**

**Q2**

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

**Option 2 – Adopt an alternative charging approach (please describe below)**

Water Meter Charging

**307**

Q8

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

The principle should be user pays. This allows users to make informed decisions about their usage. So if they value green lawns in summer, they should be prepared to pay for their sprinklers and hoses or be incentivised to use their greywater. Likewise they could use stored rainwater or capture shower water. The same can be said for those with swimming pools. I am not in favour of a standard allocation, however it would be an appropriate interim step to allow people to transition to a fully user pays system. It would be politically expedient and combined with volumetric charging would signal the value of water and the water service. However the amount allocated should be no more than the average use of New Zealanders in year one. To do otherwise would signal that excessive consumption is acceptable. If the rationale behind water metering is sustainable water use, leak detection, asset renewal / upgrade deferment, water resilience and protection of the environment and our water sources - then we should be encouraged to live within limits, minimise our water usage and put off costly infrastructure development. The consultation document doesn't outline what an average minimum required amount per person is. What we know is that - In New Zealand, the average person uses 227 litres of water per day:

Toilet = 86 litres per day

Bathing and hygiene = 68 litres per day

Laundry = 36 litres per day

Kitchen = 32 litres per day

Housekeeping = 5 litres per day but much of the population of the world does this on around 90 litres per person per day.

Any targeted user service charge allocation must therefore be significantly less than the over 4000 litres per day the consultation document proposes. Somewhere around 1000-1500 seems reasonable to cover most household (including bigger family household) needs. With the addition of hardship remissions for our most vulnerable the lower end of this amount still seems generous. Where councillors are concerned about the impact on those on national super - an amount such as 500 litres per day should be sufficient to cover their genuine needs. Anything above this is a windfall. They would probably be better off paying a volumetric charge than any estimated average. That aside they have benefitted from underinvesting in water which pushes costs to the next generation and may have benefitted from a raft of things such as free education, generous private and company pensions, full employment etc etc. A higher proportion of user pays and a lower percentage of charge based on CV may give them the autonomy to decide and reduce their costs. Low income larger families in lower CV homes could benefit from a higher water allowance and a longer time with CV being a bigger proportion of the overall cost. However a well designed hardship policy based on having a community services card and an empathetic approach to the working poor from council officers administering the rates rebate as suggested in the consultation should be sufficient to offset the risk and achieve an equitable result. Ultimately the council should base its charging on user charging, if a set price allocation is to be used it should meet daily needs not wants and incentivise conservation and use remissions to deal with genuine hardship. MSF via the Community services card does this for some of our

Most vulnerable. While it may be difficult to work through other permutations a caring and compassionate council will resource this appropriately. One thing that might be helpful to residents and ratepayers would be to include with the rates assessment a note re what the new charges would mean for the year ahead using the 24/5 meter usage information - regardless of what the final decision is. For commercial and industrial users there appears to be no rationale for not implementing user pays from the get-go. It just needs to be signalled in advance, with as much notice as is possible for them to factor this into their pricing (or adjust their practices). Council will want to ensure the supply to the Waingawa Industrial zone reflects the cost of supplying water - under the new regime/user pays.

Re \$300 below (for financial hardship) what is the amount that will be assumed and how will this be paid for? CV rate? Council will obviously 'tax' someone for an assumed amount - how will this be allocated? CV, high water users, price of water beyond any allocated amount?



Water Meter Charging

**308**

**Q9**

Yes

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?

**Q10**

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?

**Q11**

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?

Community services card, evidence to support claim plus statutory declaration

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leak Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

It was a shame that option 2 was really anything else we haven't thought of. Because you will have thought of a lot of other things and have pros and cons for them. I commend research from the Infrastructure commission on charging and I'm sure you will be aware of it and the fact that New Zealanders are 72% in favour of user charging and while Masterton is special most won't respond to this consultation and the full benefits of user charging with remissions for our most vulnerable hasn't been fully articulated as an option compared to the council's preferred option. 300 seems entirely arbitrary. Where is there any analysis of typical repair costs etc?

**Q14**

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

The status quo is not an option. We must reduce consumption. Volumetric charging is the answer. You could include charges for backflow too. Check out Whangarei district council. Kapiti might have similar. Also given likely changes with Local Water Done Well - be bold now on behalf of your community!

Water Meter Charging

309

#130

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 23, 2024 7:43:28 AM  
**Last Modified:** Saturday, November 23, 2024 7:53:47 AM  
**Time Spent:** 00:10:18  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) Lisa J Rossiter  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**310**

**Q8**

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

70 pc service charge / 30 pc volume charge by end of three year transition.

---

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Financial hardship criteria would need to be applied to the rate payer not the occupant of the dwelling. The council needs to adopt an efficient process that does not consume staff time. I suggest a standard criteria used by other agencies such as CSC.

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

Re: Remission for excess consumption due to water leak - one month window for repair is unreasonable given how hard it is to tradespeople to come quickly and how hard it can be to fix leaks. One month should be two months.

---

Water Meter Charging

**311**

**Q14**

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

The key issue is how much rates will come down if water charging is applied. I support charging in principle as a demand management technique, but it must result in a material reduction in other rates paid.

---

Water Meter Charging

**312**

#131

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 3:37:57 PM  
**Last Modified:** Friday, November 15, 2024 3:44:09 PM  
**Time Spent:** 00:06:11  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Mavis Saxton

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**313**

**Q8**

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

I lived in Carterton for many years and this system worked well there. It helped to reduce water usage in the community.

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

314

#132

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 8:35:56 AM  
**Last Modified:** Friday, December 13, 2024 8:41:39 AM  
**Time Spent:** 00:05:42  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **alii scott**  
Organisation (if submitting on behalf of organisation) [REDACTED]  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

Water Meter Charging

**315**

**Q7**

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

**Q8**

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

In a world focussed on climate change and preventing it, charging for water separately will discourage people from gardening, planting trees, keeping things green. The benefits of planting schemes will not compete with large scale downscaling of individual plantings across the region.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

An income less than \$40,00 per annum

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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



Water Meter Charging

**316**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

317

#133

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 9:11:23 AM  
**Last Modified:** Friday, November 15, 2024 9:29:15 AM  
**Time Spent:** 00:17:51  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Colin shand

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**318**

**Q8**

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

Allow a minimum water use of 500 litres per day per household without charge. water use over 500litres to be charged. What will be the cost incurred of the meter reading?

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

The financial hardship process will be demanding to low income households

Water Meter Charging

**319**

**Q14**

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

Change current rates on house value to occupancy levels per household

---

Water Meter Charging

**320**

#134

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, November 17, 2024 4:24:53 PM  
**Last Modified:** Sunday, November 17, 2024 4:28:15 PM  
**Time Spent:** 00:03:22  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)	ian thomas shanks
Postal address	[REDACTED]
Email	[REDACTED]
Phone	[REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

[REDACTED]

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**321**

**Q8**

Respondent skipped this question

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

---

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

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Water Meter Charging

322

#135

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:46:09 PM  
**Last Modified:** Thursday, November 14, 2024 4:52:09 PM  
**Time Spent:** 00:05:59  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Toni Sinclair

Postal address

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

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.

Water Meter Charging

**323**

**Q8**

Respondent skipped this question

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

---

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Income below \$50,000 per household

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

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

I appreciate the fact that you are consulting rate payers, thank you.

---



Water Meter Charging

**324**

#136

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 9:35:17 PM  
**Last Modified:** Thursday, November 14, 2024 9:43:38 PM  
**Time Spent:** 00:08:21  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Rachel Stannard**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**325**

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

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

Will there be any notification of water use throughout the year ie monthly readings, so I can keep track of usage.

---

Water Meter Charging

**326**

#137

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 27, 2024 3:19:32 PM  
**Last Modified:** Wednesday, November 27, 2024 3:33:01 PM  
**Time Spent:** 00:13:29  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

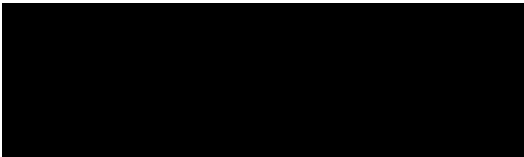
Full name (required)

Ray Stewart

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**327**

**Q8**

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

Would prefer that water was charged on an annual basis not a daily basis.

Point 9 below: Yes, but means tested.

---

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Defining Financial HardshipThere 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?

Should be means tested reflected by a community services card, but with flexibility allowing a case by case assessment.

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No

---

**Q14**

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

As mentioned above, we would prefer an annual rate as opposed to the daily rate suggested. It is hoped that within three years the water lost from MDC's water infrastructure will be reduced dramatically.

---

Water Meter Charging

**328**

#138

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 5:22:16 PM  
**Last Modified:** Thursday, November 14, 2024 5:24:21 PM  
**Time Spent:** 00:02:04  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

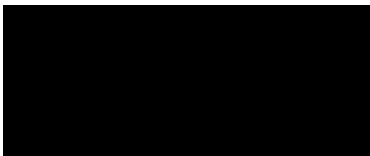
Full name (required)

Graham Peter Streatfield

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

329

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

330

#139

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 2:12:40 PM  
**Last Modified:** Friday, December 06, 2024 2:23:51 PM  
**Time Spent:** 00:11:10  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Mike Sullivan

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**331**

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

No

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

No

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

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

I have a shared meter and unless council installs at their cost separate meters for both properties I won't be paying water meter charges. Will see you in court.



Water Meter Charging

332

#140

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 13, 2024 7:01:01 AM  
**Last Modified:** Friday, December 13, 2024 7:05:28 AM  
**Time Spent:** 00:04:27  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Bryn Tate

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Respondent skipped this question

Which is your preferred option for our future charging approach?

Water Meter Charging

**333**

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

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**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

Respondent skipped this question

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

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**Q14**

Respondent skipped this question

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

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Water Meter Charging

**334**

#141

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, December 03, 2024 2:28:16 PM  
**Last Modified:** Tuesday, December 03, 2024 2:49:37 PM  
**Time Spent:** 00:21:20  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

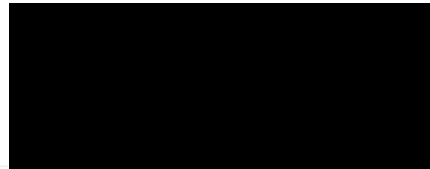
Full name (required)

Ted Taylor

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

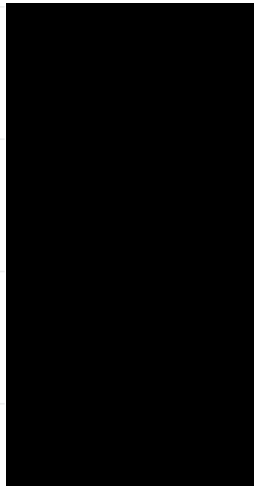
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**335**

**Q8**

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

Other councils have reduced water consumption through water metering and volume charging

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**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

**Not sure**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

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**Q12**

**Not sure**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

See section 14

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Water Meter Charging

**336**

**Q14**

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

The rates remission approach is based on the property occupier not being financially able to pay the proposed water charges. In reality they are already paying for water through their rates or rent though this is not in proportion to the volume they use. Rates or rent should reduce under Option 1. Having said that I support provision being made for financial hardship.

Further to this I would like to see provision made for people that do NOT have financial hardship but have disabled people living at the property that through their disability use significantly large volumes of water to ensure that their health well-being can be maintained.

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Water Meter Charging

337

#142

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 5:42:53 PM  
**Last Modified:** Friday, December 06, 2024 6:13:22 PM  
**Time Spent:** 00:30:28  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Peter TeTau

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

338

**Q8**

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

Yes it's would be a Brith right to our iwi Hapu and whanau of wairarapa under the Treaty of Waitangi.

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

All on low income and have a Brith right to the wairarapa

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

Would only be use by those who live in the wairarapa for 25 years or longer

**Q14**

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

Yes been part of wairarapa iwi I do not feel we would have to pay for any new charges in the wairarapa or masterton.

Water Meter Charging

**339**

#143

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:54:41 PM  
**Last Modified:** Tuesday, November 19, 2024 9:56:14 AM  
**Time Spent:** Over a day  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **bob tidd**  
 Postal address [REDACTED]  
 Email [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**



Water Meter Charging

**340**

**Q8**

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

The CV is not accurate for how many users are in a property or how wasteful they may be as some types of people waste water and some types are not wasteful.

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

if receive community services card then should be considered for hardship support subject to details, we are retired but cannot get subsidy for rates due to past income was higher, but was not paid due to company going bust. need to be based on current issues not what was in the past, as things change dramatically so need support now and not in 12 months time.

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

haven't seen the rates remission policy, but as noted above it needs to be based on current income now, not what it was in the past.

Water Meter Charging

**341**

**Q14**

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

not sure if another document to read as not clear from this question sheet, with minimal info attached or linked. normally questioners have links to more detailed info, you showing nothing in this sheet.

Admin note: Further information provided to the submitter via email. Supplementary information provided by the submitter on 15/11/2024 below:

Thanks for that, I had not seen that document and it did not seem to be shown as a link to open in the questioner, but maybe that was just me not noticing?

Having now read it, I make some added comments that can be added to my submission as and where relevant.

I had noted we as a retired couple that do not waste water are keen on the meter approach as we believe our CV (525k) may be a little more than a poor condition home, that is occupied by undesirable types that regularly waste water, so they pay less than we do, when we are more cautious about our water use, only because we don't like waste, but also we had lived in previous areas that had metered water so we used water in a little more miserly way than some people do.

I do however have some concern about if we do or don't have any leaks, there are none seen or obvious, but sometimes leaking can occur in hidden locations and the owners are never aware of them, but not sure what can be done about that as I guess no-one can use a crystal ball to see if they have any leaking.

I have a bit of concern about the proposal to offer rebates to people in homes with a lot of people in them and high-water use and supposedly a low income.

Often that sort is the sort to live in poorly looked after homes and often that sort of group is some of our consistent local criminal sorts, so it needs more research than just based on high numbers and low income and high water use, as that type often earns more than they say as typically they are some of the many thieves in our area that steal most of what they want, spend most of benefits on drink and drugs and typically they don't care about saving water, and regularly waste very openly as they think they are entitled to do so.

Personally, we would prefer the changes are done at next rates establishment, since we are not big users of water unlike many that waste excessively water and pay less than we do since their home may be worth slightly less due to their poor appearance and maintenance.

We are both retired and have the community services card addition for our gold card, but because I was supposedly working a year ago, we can't get any subsidy for our excessive rates, when we only have the pension and still have a small mortgage to pay for which the pension does not cover.

We evidently don't meet the criteria for any rates subsidy due to my income for previous year.

Unfortunately the reality of my past income when I worked remotely ( I am 70 now) for a company that has now gone into liquidation yet owed me most of my years' salary in unpaid salary up to early april this year. They seem to have no capacity to pay that and seemingly no assets according to the liquidators.

We also sold a higher value home up north to buy the current one that needed some work doing but cannot do since that small surplus to do the work needs to be retained to pay for the mortgage since I have seemingly lost most of my last year's income through company liquidation that has cost me.

So according to your criteria we have some money in the bank and earn too much supposedly based on the previous year official records, even though as I noted, I never received that actual income.

Water Meter Charging

**342**

Anyway that seems to be it, when I answered the questioner, it seemed there was some proposal to also change the normal rates rebate system, which I was keen to see and offer my ideas, but that does not seem to be noted in this information document.

Therefore, we are very keen to see whatever way we can to reduce our rates for at least the water use that we actually use, as noted above.

Thanks, and by the way I do not ever use or recognise any maori words, so find it very annoying they are forced on me in all greetings and documents put out by councils especially as they were never agreed to by us rate and tax payers.

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Water Meter Charging

**343**

#144

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 10:43:36 PM  
**Last Modified:** Wednesday, December 11, 2024 11:11:07 AM  
**Time Spent:** Over a week  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Joan Tolmie

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

Water Meter Charging

**344**

**Q8**

Respondent skipped this question

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

---

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

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

Could the council given help in providing water storage tanks and devices to dicert water going down downpipes into a drum for water use in the garden. Water from roofs is wasted if it just goes down the drain.

---

Water Meter Charging

**345**

#145

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 20, 2024 6:38:34 AM  
**Last Modified:** Wednesday, November 20, 2024 6:44:09 AM  
**Time Spent:** 00:05:34  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Libby trafford**  
 Email [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

[REDACTED]

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**346**

**Q8**

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

I have always supported this option. User pays

---

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

**Respondent skipped this question**

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

---

Water Meter Charging

**347**

**Q14**

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

If the new system is adopted then please ensure the water provision cost in the current rating structure is removed. This should result in a small rates reduction as the waters usage rate cuts in

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Water Meter Charging

**348**

#146

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 4:42:50 PM  
**Last Modified:** Friday, December 06, 2024 4:45:26 PM  
**Time Spent:** 00:02:36  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Shasta Trifonoff**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

Water Meter Charging

349

**Q8**

Respondent skipped this question

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

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**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

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

---

**Q14**

Respondent skipped this question

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

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Water Meter Charging

**350**

#147

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, December 02, 2024 12:24:27 PM  
**Last Modified:** Monday, December 02, 2024 12:28:49 PM  
**Time Spent:** 00:04:21  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

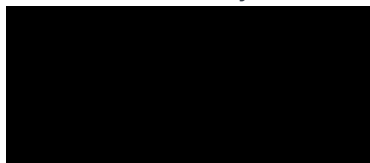
Full name (required)

Alison Trustrum-Rainey

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

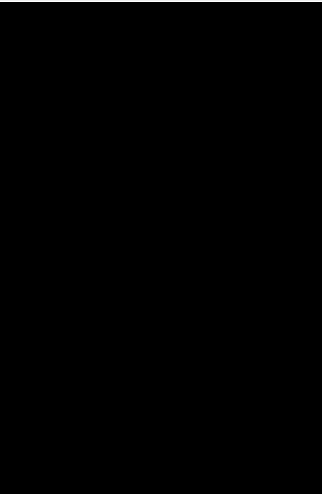
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**351**

**Q8**

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

Fully support metering and the educational approach to a cultural change on water use. This is for now and most importantly for sustainability of supply for the future.

**Q9**

**Yes**

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?

**Q10**

**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?

**Q11**

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?

A combination approach is sensible with criteria AND ability to apply on a case by case basis as peoples circumstances can change.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leak  
Do you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

**352**

#148

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, November 24, 2024 2:12:29 PM  
**Last Modified:** Sunday, November 24, 2024 2:32:15 PM  
**Time Spent:** 00:19:45  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Thomas John vaughan**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

**Option 2 – Adopt an alternative charging approach (please describe below)**

Which is your preferred option for our future charging approach?

Water Meter Charging

**353**

**Q8**

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

Charge for what is used

---

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

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**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

**Respondent skipped this question**

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

---

**Q14**

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

Large dam for storage. Debate now close to 30years old. Just do it

---

Water Meter Charging

354

#149

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, November 26, 2024 3:42:18 PM  
**Last Modified:** Tuesday, November 26, 2024 3:54:43 PM  
**Time Spent:** 00:12:24  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

Q1

Your details

Full name (required)

Bruce Wagg

Postal address

Email

Phone

Q2

No

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.

Q3

What is your age range?

Q4

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

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts

Q7

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**355**

**Q8**

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

I submit that the people who do not get their meters until after 1 July 2025 then they should get the same lead in time for water charging, as the residents who have meters before 1 July 2025, calculated from the date the meter is installed or from 1 July of the year following the meter installation. If they do not get this leeway then they are at a massive disadvantage in trying to work out their water usage.

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

No

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

If the owner knew about a leak but did not try to get it fixed then they should not get a remission



Water Meter Charging

**356**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

**357**

#150

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, December 02, 2024 9:36:44 PM  
**Last Modified:** Monday, December 02, 2024 10:02:21 PM  
**Time Spent:** 00:25:37  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Carol Wald

Postal address

Email

Phone

**Q2**

Yes (in person)

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**358**

**Q8**

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

This option would cover the service provided and ongoing maintenance. If im right The other 50% should be split between relatively between the high users and the low users.

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Yes as above, this could be similar to the way you define rates hardship currently, this would need to be linked to household income. Thr higher rates get the more people would fall into Finsncial Hardship.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

**Q14**

**Respondent skipped this question**

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

Water Meter Charging

**359**

#151

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, December 11, 2024 7:01:17 AM  
**Last Modified:** Wednesday, December 11, 2024 1:07:36 PM  
**Time Spent:** 06:06:18  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Andrew Warren**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

Water Meter Charging

**360**

**Q8**

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

You have mentioned large water savings in property leaks and with the use of the meters and self checks there is estimated to be a reduction in water usage as a result I presume of property owners repairing these leaks. My question is, will council also be able to see leaks on the water infrastructure it maintains? If no improvement in this pivotal infrastructure the current proposed meters will only go part way in saving water. Also, will council also look at future water resource and storage? If population growth in Masterton continues to grow no amount of metering and user pays will guarantee adequate future supply on its own. Pensioner should also be subsidized.

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

**361**

Q14

Respondent skipped this question

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

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Water Meter Charging

362

#152

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, December 07, 2024 7:31:37 AM  
**Last Modified:** Saturday, December 07, 2024 7:41:12 AM  
**Time Spent:** 00:09:34  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Kathrine Way

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?

Water Meter Charging

**363**

**Q8**

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

I don't have a preferred option but needed to select an option to be able to respond to other questions

---

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Defining Financial HardshipThere 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?

This policy only applies to property owners, what consideration has been made for tenants whose rent may increase due to landlord uncertainty about what their actual rates will now be?

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

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

No

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Water Meter Charging

**364**

**Q14**

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

I am concerned about the uncertainty that this will cause landlords (about what their rates will be) and the potential flow on effect to tenants which may be a blanket increase in rent. Alternatively if landlords can directly on charge the water to tenants, will the tenants then be eligible for rates remission?

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Water Meter Charging

**365**

#153

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, November 17, 2024 7:07:19 PM  
**Last Modified:** Sunday, November 17, 2024 7:20:23 PM  
**Time Spent:** 00:13:03  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Vivien Webster-Jones**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**366**

**Q8**

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

Concerned that larger families would be penalised for water usage - more education needs to be given to those experiencing poverty.

**Q9**

**Yes**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Concern that the N.Z. Superannuation does not meet rates and insurances at the present time.

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

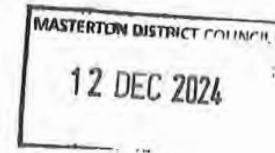
**Q14**

**Respondent skipped this question**

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

367

#154



Masterton District Council  
161 Queen Street  
Masterton

To Whom It May Concern:

**Regarding Water meter charging – Consultations**

I am writing with concern for the 8 properties at [REDACTED] Masterton. The majority of the 8 units, are self-owned & lived in, and some are owned and rented out.

When these houses were built, it appears that the documentation is missing the Plumbers name, and there is no evidence of having had it “signed off”. The water pipe was put in incorrectly – it lays on large rocks, instead of concrete and/or sand. The plumbers reiterate this each time they do repairs. Over the years the pipes have started leaking when the pipes get holes made by the rocks that they shouldn’t be, but are, sitting on. The owners must keep on sharing the cost of the continuing repairs. I’ve only been here for nearly 2 years, and we have had 4 leaks & repairs during that time.

I believe that the Council should take responsibility for not having the completed paperwork, or the name of the plumbers who installed it incorrectly. It can’t have been “passed” as the paperwork is not filed, as well as being put in wrongly. We need to have it completely repaired before we start having our water meters being used for our water rates/costs. It is not something that we retirees are able to afford to do, or to keep having to do.

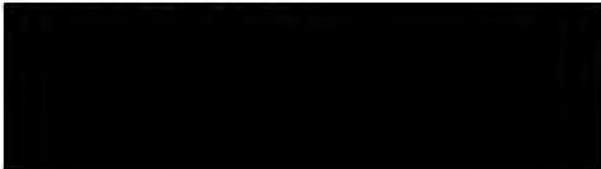
368

I thank you for taking this seriously and considering our situation.

Sincerely Yours



Adrienne Wedgwood



Water Meter Charging

**369**

#155

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 7:48:16 PM  
**Last Modified:** Thursday, November 14, 2024 7:51:39 PM  
**Time Spent:** 00:03:22  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

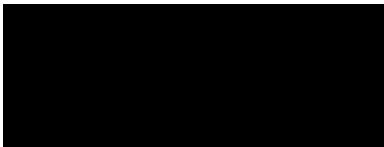
Full name (required)

Graeme Eric Whale

Postal address

Email

Phone



**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

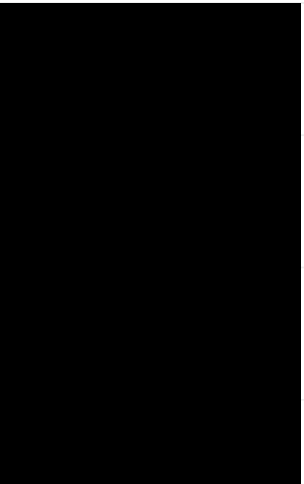
What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

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



Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**370**

**Q8**

Respondent skipped this question

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

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

**371**

#156

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 27, 2024 3:55:08 PM  
**Last Modified:** Wednesday, November 27, 2024 4:12:19 PM  
**Time Spent:** 00:17:11  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Mike Whipps

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Option 2 – Adopt an alternative charging approach  
(please describe below)

Which is your preferred option for our future charging approach?



Water Meter Charging

**372**

**Q8**

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

Do this. Do it as soon as possible. Shorten the transition period to two years if at all possible, but don't change the 30% targeted fee. Leave that at 30% and charge the other 70% on a user pays basis. This differs from the council's 50/50 proposal.

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Not sure**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**No**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

**373**

**Q14**

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

Experience with water rates and metered water in the UK saved me around 50% on my water bill. NZ should have done this years ago. Do it. Do it now!

---

Water Meter Charging

**374**

#157

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 4:49:10 PM  
**Last Modified:** Thursday, November 14, 2024 4:56:09 PM  
**Time Spent:** 00:06:59  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Kelvin Williams**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**375**

**Q8**

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

The cost of supplying water is evenly distributed across the community

---

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Defining Financial HardshipThere 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?

Prove the need for assistance

---

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

**Respondent skipped this question**

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

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**Q14**

**Respondent skipped this question**

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

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Water Meter Charging

**376**

#158

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, November 15, 2024 9:03:10 AM  
**Last Modified:** Friday, November 15, 2024 9:06:00 AM  
**Time Spent:** 00:02:50  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Anthony Wilson**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**377**

**Q8**

Respondent skipped this question

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

**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Respondent skipped this question

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

**Q14**

Respondent skipped this question

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

Water Meter Charging

**378**

#159

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 6:51:17 PM  
**Last Modified:** Thursday, November 14, 2024 6:56:59 PM  
**Time Spent:** 00:05:41  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Noel wilson

Organisation (if submitting on behalf of organisation)

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

**Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)**

Water Meter Charging

**379**

**Q8**

Respondent skipped this question

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

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

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**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

Respondent skipped this question

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

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**Q14**

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

Pensioners discount would be nice

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Water Meter Charging

**380**

#160

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, November 20, 2024 10:32:13 AM  
**Last Modified:** Wednesday, November 20, 2024 10:36:32 AM  
**Time Spent:** 00:04:18  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Steve Arthur Robert Wilton

Organisation (if submitting on behalf of organisation)

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

Water Meter Charging

**381**

**Q7**

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.**

**Q8**

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

People should pay for the water they use and be discouraged from wasting this precious resource.

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council’s proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**No**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

Defining Financial HardshipThere 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?

Addressing financial hardship is a national government not local government responsibility

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council’s proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

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

Property ownership has its rewards and responsibilities and it is not for local government to become a welfare provided using the rates paid by other ratepayers.

Water Meter Charging

**382**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

**383**

#161

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 11:57:11 AM  
**Last Modified:** Thursday, December 12, 2024 12:01:21 PM  
**Time Spent:** 00:04:09  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

Tracey Woledge

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

Which is your preferred option for our future charging approach?

Option 3 - Do not adopt a new charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV)

Water Meter Charging

**384**

**Q8**

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

So will rates be cheaper if they are water meters put into place??? As we are currently paying towards water which is in our rates

**Q9**

**Not sure**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

**Respondent skipped this question**

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

Water Meter Charging

**385**

**Q14**

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

If it was to go on meters have to have sure the rates will be cheaper as we are currently paying for water in our rates. You can not do both

---

Water Meter Charging

386

#162

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, December 12, 2024 4:58:30 PM  
**Last Modified:** Thursday, December 12, 2024 5:01:53 PM  
**Time Spent:** 00:03:23  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

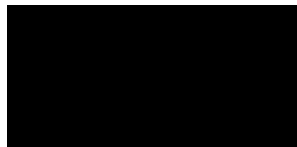
Full name (required)

Les Wright

Postal address

Email

Phone



**Q2**

No

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.

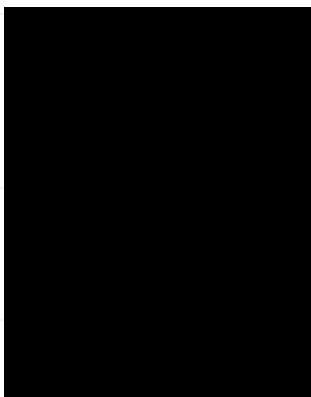
**Q3**

70+

What is your age range?

**Q4**

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



**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

Water Meter Charging

**387**

**Q7**

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.**

**Q8**

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

Respondent skipped this question

**Q9**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council’s proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Not sure

**Q10**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

No

**Q11**

Defining Financial HardshipThere 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?

Respondent skipped this question

**Q12**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council’s proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

No

**Q13**

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

Respondent skipped this question



Water Meter Charging

**388**

**Q14**

Respondent skipped this question

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

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Water Meter Charging

**389**

#163

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 30, 2024 9:06:34 AM  
**Last Modified:** Saturday, November 30, 2024 9:19:31 AM  
**Time Spent:** 00:12:56  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Jill Yeiter**  
 Postal address [REDACTED]  
 Email [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

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

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**390**

**Q8**

Respondent skipped this question

Is there anything you would like to tell us in support of your preferred option?

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**Q9**

Yes

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

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**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

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**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

---

**Q13**

Respondent skipped this question

Is there anything you would like to tell us about the proposed Rates Remission Policy?

---

**Q14**

Respondent skipped this question

Is there anything else you would like to tell us as part of your feedback on the overall proposed charging approach?

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Water Meter Charging

391

#164

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, November 16, 2024 4:46:21 PM  
**Last Modified:** Saturday, November 16, 2024 4:49:00 PM  
**Time Spent:** 00:02:38  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Sharyn Yeo**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

392

**Q8**

Respondent skipped this question

Is there anything you would like to tell us in support of your preferred option?

---

**Q9**

No

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

---

**Q10**

Yes

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

---

**Q11**

Respondent skipped this question

Defining Financial HardshipThere 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?

---

**Q12**

Yes

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

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**Q13**

Respondent skipped this question

Is there anything you would like to tell us about the proposed Rates Remission Policy?

---

**Q14**

Respondent skipped this question

Is there anything else you would like to tell us as part of your feedback on the overall proposed charging approach?

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Water Meter Charging

393

#165

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 06, 2024 12:56:37 PM  
**Last Modified:** Friday, December 06, 2024 1:08:26 PM  
**Time Spent:** 00:11:48  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required)

warrick yeo

Postal address

Email

Phone

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

What is your ethnicity? (you may tick multiple boxes)

**Q5**

What is your gender?

**Q6**

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts

**Q7**

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.**

Water Meter Charging

**394**

**Q8**

Is there anything you would like to tell us in support of your preferred option?

As long as it's a level playing field ie landlords like trust house, Council and licensing Trust and private landlords get their leaks fixed. I don't mind paying for my share of the water but if half the volume is gone in leakage there's less water in the big pond to go round in the first place

**Q9**

**No**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council's proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

**Q10**

**Yes**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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?

**Q11**

**Respondent skipped this question**

Defining Financial HardshipThere 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?

**Q12**

**Yes**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council's proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

**Q13**

Is there anything you would like to tell us about the proposed Rates Remission Policy?

User pays

Water Meter Charging

**395**

**Q14**

Is there anything else you would like to tell us as part of your feedback on the overall proposed charging approach?

Covered it in 8

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Water Meter Charging

**396**

#166

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, November 14, 2024 8:00:59 PM  
**Last Modified:** Thursday, November 14, 2024 8:19:24 PM  
**Time Spent:** 00:18:25  
**IP Address:** [REDACTED]

Page 1: PUKA TĀPAE | SUBMISSION FORM

**Q1**

Your details

Full name (required) **Mark Wilson**  
 Organisation (if submitting on behalf of organisation) **Zero6 Aviation Ltd**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

**Q2**

**No**

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.

**Q3**

**Respondent skipped this question**

What is your age range?

**Q4**

**Respondent skipped this question**

What is your ethnicity? (you may tick multiple boxes)

**Q5**

**Respondent skipped this question**

What is your gender?

**Q6**

**Respondent skipped this question**

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts

Water Meter Charging

**397**

**Q7**

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.**

**Q8**

Is there anything you would like to tell us in support of your preferred option?

Respondent skipped this question

**Q9**

Proposed Change 1: Water remission for households with financial hardship and high water useDo you support the Council’s proposal to offer a remission to households experiencing financial hardship who have incurred high water volume charges?

Not sure

**Q10**

Proposed Change 2: Temporary financial assistance for repairing water leaksDo 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

**Q11**

Defining Financial HardshipThere 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?

Use common sense

**Q12**

Proposed Change 3: Water remission for excess consumption due to water leakDo you support the Council’s proposed to offer a remission to ratepayers that have excess water consumption and have incurred high water volume charges due to a water leak provided it has been repaired within one calendar month and other criteria is met?

Yes

**Q13**

Is there anything you would like to tell us about the proposed Rates Remission Policy?

User pays with no excuses or exceptions

Water Meter Charging

**398**

**Q14**

Respondent skipped this question

Is there anything else you would like to tell us as part of your feedback on the overall proposed charging approach?

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