



# ORDINARY MEETING

of

# Council

## AGENDA

**Time:** 2:00 pm  
**Date:** Wednesday, 18 December 2024  
**Venue:** Waiata House, 27 Lincoln Road,  
Masterton

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## MEMBERSHIP

Mayor Gary Caffell (Chairperson)

Councillor Bex Johnson  
Councillor Craig Bowyer  
Councillor Brent Goodwin  
Councillor David Holmes

Councillor Tom Hullena  
Councillor Stella Lennox  
Councillor Tim Nelson  
Councillor Marama Tuuta

## Values

1. **Public interest:** members will serve the best interests of the people within the Masterton district and discharge their duties conscientiously, to the best of their ability.
2. **Public trust:** members, in order to foster community confidence and trust in their Council, will work together constructively and uphold the values of honesty, integrity, accountability and transparency.
3. **Ethical behaviour:** members will not place themselves in situations where their honesty and integrity may be questioned, will not behave improperly and will avoid the appearance of any such behaviour.
4. **Objectivity:** members will make decisions on merit; including appointments, awarding contracts, and recommending individuals for rewards or benefits.
5. **Respect for others:** will treat people, including other members, with respect and courtesy, regardless of their ethnicity, age, religion, gender, sexual orientation, or disability. Members will respect the impartiality and integrity of Council staff.
6. **Duty to uphold the law:** members will comply with all legislative requirements applying to their role, abide by this Code, and act in accordance with the trust placed in them by the public.
7. **Equitable contribution:** members will take all reasonable steps to ensure they fulfil the duties and responsibilities of office, including attending meetings and workshops, preparing for meetings, attending civic events, and participating in relevant training seminars.
8. **Leadership:** members will actively promote and support these principles and ensure they are reflected in the way in which MDC operates, including a regular review and assessment of MDC's collective performance.

These values complement, and work in conjunction with, the principles of section 14 of the LGA 2002; the governance principles of section 39 of the LGA 2002; and our MDC governance principles:

<b>Whakamana Tangata</b>	Respecting the mandate of each member, and ensuring the integrity of the committee as a whole by acknowledging the principle of collective responsibility and decision-making.
<b>Manaakitanga</b>	Recognising and embracing the mana of others.
<b>Rangatiratanga</b>	Demonstrating effective leadership with integrity, humility, honesty and transparency.
<b>Whanaungatanga</b>	Building and sustaining effective and efficient relationships.
<b>Kotahitanga</b>	Working collectively.

## Order Of Business

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The Chairperson will open the meeting with the karakia

**Karakia timatanga**

Kia tau ngā manaakitanga a te mea ngaro	Let the strength and life force of our ancestors
ki runga ki tēnā, ki tēnā o tātou	
Kia mahea te hua mākihikihi	Be with each and everyone of us
kia toi te kupu, toi te mana, toi te aroha, toi te Reo Māori	Freeing our path from obstruction
kia tūturu, ka whakamaua kia tīna! Tīna!	So that our words spiritual, power, love and language are upheld
Hui e, Tāiki e!	Permanently fixed established and understood
	Forward together

At the appropriate time, the following karakia will be read to close the meeting

**Karakia whakamutunga**

Kua mutu ā mātou mahi	Our work has finished
Mō tēnei wā	For the time being
Manaakitia mai mātou katoa	Protect us all
Ō mātou hoa	Our friends
Ō mātou whānau	Our family
Āio ki te Aorangi	Peace to the universe

**1 CONFLICTS OF INTEREST**

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

**2 APOLOGIES**

The Chair invites notice from members of:

- leave of absence for future meetings of Masterton District Council
- apologies, including apologies for lateness and early departure from the meeting where leave of absence has not previously been granted.

**3 PUBLIC FORUM**

**4 ITEMS NOT ON THE AGENDA**

The Chairperson will give notice of items not on the agenda as follows:

*Matters requiring urgent attention as determined by resolution of the Council*

- The reason why the item is not on the agenda; and
- The reason why discussion of the item cannot be delayed until a subsequent meeting.

*Minor matters relating to the general business of Council*

No resolution, decision or recommendation may be made in respect of the item except to refer it to a subsequent meeting of Masterton District Council for further discussion.

**5 CONFIRMATION OF COUNCIL MINUTES**

Nil

**6 COMMITTEE REPORTS**

Nil

## 7 REPORTS FOR DECISION

### 7.1 WATER METER CHARGING APPROACH HEARINGS REPORT

**File Number:**

**Author:** Karen Yates, General Manager Strategy & Development

**Authoriser:** Kym Fell, Chief Executive

#### PURPOSE

To provide Council with the submissions on the draft Revenue and Financing Policy and Rates Remission Policy as part of consultation on the water meter charging approach.

#### EXECUTIVE SUMMARY

This report provides the submissions on the draft Revenue and Financing Policy and Rates Remission Policy as part of consultation on the water meter charging approach. The hearings schedule and procedure are also provided for those submitters who wish to present their submission orally.

The hearing will take place on Wednesday 18 December 2024 from 2.00pm at Waiata House, Lincoln Road, Masterton. The hearing will also be livestreamed via the Council's YouTube channel

#### RECOMMENDATIONS

That Council:

1. **receives** the full set of submissions on the draft Revenue and Financing Policy and Rates Remission Policy as part of consultation on the water meter charging approach (Attachment 1 under separate cover):
  - (a) **notes** that 166 submissions were received; and
  - (b) **notes** that four submitters are confirmed to be heard.
2. **notes** that deliberations are scheduled to commence at 9.00am on Thursday 19 December 2024.

#### CONTEXT

Council adopted the Water Meter Charging Consultation Document and draft Revenue and Financing Policy and Rates Remission Policy for consultation on 13 November 2024 [[Report 7.2 refers](#)].

Consultation on the Revenue and Financing Policy and Rates Remission Policy is required to meet the principles of consultation as specified in section 82 of the Local Government Act 2002 (LGA).

Section 82 of the LGA requires Council to provide opportunities for people to present their views in a manner and format that is of preference to them, including orally. A formal hearing process is a way of enabling that.

## **ANALYSIS AND ADVICE**

### **Consultation Process**

Consultation on the water meter charging approach began on Thursday 14 November and closed at 4.00pm on Friday 13 December 2024.

The Consultation Document and submission form were available on the Council website and at the Masterton District Library and Council's Customer Service Centre (161 Queen Street).

The opportunity for the community to have their say was advertised through direct emails to key stakeholders, social media channels, and traditional media including print and local radio.

### **Consultation Topics**

Community feedback was sought on the following options:

- Option 1 – Adopt the proposed charging approach (50 per cent targeted service charge/50 per cent volume charges by the end of the three-year transition period).
- Option 2 – Adopt an alternative charging approach (e.g. a different combination of a targeted service charge and volume charges, a different transition length, or an alternative approach)
- Option 3 – Do not adopt the proposed charging approach (retain status quo of 30 per cent targeted service charge/70 per cent CV).

Those who selected Option 2 were asked to describe the proposed alternative charging approach.

In addition, we sought feedback on three key proposed changes to the Rates Remission Policy:

- Proposal 1 - Water remission for households with financial hardship and high water use
- Proposal 2 - Temporary financial assistance for repairing water leaks
- Proposal 3 - Water remission for excess charges due to a leak.

Further information is provided in the Consultation Document, included as Attachment 2.

### **Submissions**

A total of 166 submissions were received and four submitters are confirmed to speak in support of their submission. The schedule is included as Attachment 3. Submissions of those speaking at the hearing are included as Attachment 4.

The full set of submissions received has been made available under separate cover and is also available on our website.

Redactions have been applied to personal information (excluding name and organisation) and content that does not meet the conditions of the [Submissions Policy](#) (e.g. offensive language).

### **Hearing Procedure**

The hearing procedure provided to submitters in advance is provided as Attachment 5. Submitters will be heard either in person or online via Microsoft Teams.

Each submitter has been allocated 10 minutes, 7 minutes to present and 3 minutes for questions.

### **Deliberations**

Analysis of the submissions will be presented to Council as part of the Deliberations Report.

Council will discuss the submissions received, analysis and proposed recommendations; consider the views of the community and advice from staff; and make decisions at the Council meeting scheduled for Thursday 19 December 2024.

Single issue operational matters (e.g. specific to a property or ratepayer) will be referred to the appropriate Council staff for consideration rather than being discussed in the Deliberations Report.

## **SUMMARY OF CONSIDERATIONS**

### **Strategic, Policy and Legislative Implications**

Section 82 of the LGA sets out principles of consultation which must be met when undertaking consultation.

Council is required to adopt a Revenue and Financing Policy and may adopt a Rates Remission Policy under sections 101, 102, 103 and 109 of the LGA. The policies may be amended after consulting on the proposed amendments.

### **Significance, Engagement and Consultation**

Consultation followed the requirements of section 82 of the LGA. A Consultation Document, draft Revenue and Financing Policy and Rates Remission Policy, and information about how the community could have their say and present their views was widely advertised and available.

The recommendation to receive and hear submissions does not trigger any additional criteria under the Significance and Engagement Policy.

### **Financial Considerations**

There are no specific financial considerations associated with the receipt or hearing of submissions.

### **Implications for Māori**

Māori make up 22.6 per cent of the population of Masterton. There are no specific implications for Māori arising from the receipt or hearing of submissions.

Analysis of submitter demographics will be included in the Deliberations Report.

### **Communications/Engagement Plan**

As stated, consultation meet the requirements of the LGA. This involved making a proposal available for one month and providing an opportunity to present their views to the Council.

The opportunity to be heard was promoted in the Consultation Document.

### **Environmental/Climate Change Impact and Considerations**

There are no environmental/climate change impacts or considerations arising from the receipt of this report. The Deliberations Report will comment on any key themes related to Climate Change and the Environment that are noted in submissions if applicable.

## **NEXT STEPS**

Council deliberations will take place on Thursday 19 December 2024. Decisions on consultation proposals will be made at this meeting unless Council directs staff to undertake further work. In this case, revised policies will be presented to the February 2025 Council meeting for consideration.



Subject to adoption, the charging approach would take effect from 1 July 2025.

**ATTACHMENTS**

1. Full set of Submissions Received (under separate cover)
2. Water Meter Charging Consultation Document [↓](#)
3. Hearing Schedule [↓](#)
4. Submissions to be Heard [↓](#)
5. Hearing Procedure [↓](#)

PUKA UIUI MŌ TE UTUNGA INE WAI

# WATER METER CHARGING CONSULTATION DOCUMENT



MSTN.GOV.T.NZ  
f @MastertonDC



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This consultation document has been prepared to give effect to the requirements of Section 82 of the Local Government Act 2002.

# HOROPAKI BACKGROUND

Most properties connected to the Masterton urban water supply now have water meters installed. This follows community consultation Masterton District Council (the Council) undertook in 2018 where more than half of submitters supported installing water meters for residential properties. As a result, funding was allocated to invest in water meters.

Water is a precious resource and water meters are an important tool to help conserve water. By measuring the amount of water used by individual properties, water meters help raise awareness of how much water is used and can also help detect where leaks may be occurring.

Based on results in other districts, installing water meters could reduce water loss from leaks by up to 30 per cent, and reduce demand by 20 per cent.

Reducing water use not only benefits the environment but can also help defer expensive investment in water infrastructure, saving the community money in the long term.

As the Council can now measure water use, it has been considering the best way to charge for water supply to fund the costs of the service. The Council's 2024-34 Long-Term Plan signalled the development of a charging approach to start from 1 July 2025. We want your feedback on the proposed approach to recover urban water supply costs.

## How much water do we use?

The average New Zealander uses around 213 litres per person per day in winter and 292 litres per person per day in summer<sup>1</sup>. This is much higher in Masterton where the average water use was 664 litres per person per day in 2023/24. What does that much water look like?

- A standard plastic bucket holds 10 litres of water.
- A five-minute shower can use around 75 litres.
- A bathtub can use about 90 litres depending on the level it's filled to.
- A washing machine can use around 100 litres per full load.
- A garden hose can use about 15 litres per minute.
- A garden sprinkler can use about 1,000 litres (1 cubic metre) per hour. This is equal to what an average NZ family of 4 to 5 people might use per day in winter.

<sup>1</sup>Pollard, A. (2022). Residential water use in New Zealand. BRANZ Study Report SR469. Judgeford, New Zealand: BRANZ Ltd.

## The cost of our urban water supply

The cost of providing water comes from extracting and treating it so it is safe to drink and maintaining the network of infrastructure (such as pipes and equipment) that delivers water to Masterton residents. The Council does not aim to make a profit from water, but must recover the costs of providing the service. The estimated cost of the urban water supply service in 2024/25 is \$6.16 million (incl GST).

## How does Council currently pay for the service?

The Council has a Revenue and Financing Policy (the Policy) that outlines how it funds the services set out in its plans. It uses different sources of funding, such as rates, fees, and charges, and there are different tools the Council can use to spread the cost of the urban water supply service across users.

Properties connected to the supply from outside the urban area, including in the Waingawa area, are metered and charged based on usage. The rest of the service is funded through rates, made up of:

- **30 per cent from a targeted service charge.** This charge is the same dollar amount for each connection. Many properties have one connection, but some have more than one (e.g. hotels, rest homes, multiple rental flats). There are currently around 10,300 connections, and each is charged \$180 per year.
- **70 per cent from a rate based on the Capital Value (CV) of a property.** These are provided by Quotable Value (QV). Using CV (land plus improvements like buildings) means properties with a higher CV pay a greater share of the rates than those with a lower CV. This is used as an indicator of likely water usage as it is assumed the higher the CV, the larger the property, and the more water used. (Residential properties pay one rate based on CV, while non-residential properties, like industrial and commercial properties, pay two times that rate.)





## How does the Council decide how to share the costs?

In deciding how to fund its services, the Council considers:

- the community outcomes the service contributes to
- what individuals or groups benefit
- the period over which benefits are expected to occur
- the extent to which actions or inaction of individuals or groups contribute to the need for the service
- the costs and benefits.

The Council also considers the overall impact on the current and future social, economic, environmental, and cultural wellbeing of the community.

In 2023, the Council reviewed its Policy and consulted on a proposal to maximise a user-pays approach wherever possible. The Council received support from around two-thirds of people who responded. Introducing volume charges for water is one way the Council can give effect to this proposal which recognises the individual benefit of water services.

## TĀ TĀTOU TONO

# OUR PROPOSAL

Now that the Council can measure actual water used through water meters, it is proposing to remove the rate based on a property's CV and introduce a user charge based on the volume of water used. A targeted service charge will be retained so that everyone pays an equal share of the costs for providing and maintaining the service. The proposed approach changes how the service is paid for but does not intend to alter the total amount the Council receives. The Council's goal is only to recover the cost of providing the service.

The Council proposes to transition to the new charging approach over three years, starting 1 July 2025. This would give property owners time to repair any leaks so they don't receive a large water bill, and allow for the installation of water meters for properties not yet metered. It also enables the Council to monitor the impacts of the change on the community and its revenue, and make adjustments as needed to respond to how people change their behaviour once volume charges are introduced.

Around 13 per cent of property connections don't yet have a water meter installed. For these properties, the Council proposes to maintain the existing charging approach. Once metered, these properties will transition to the new charging approach in place, starting 1 July of the following year. These properties would start on the charging approach in place for the rest of metered properties that year.

The proposal has three key aspects:

- 1. Removing the CV rate** – The Council currently uses the CV of a property as an indicator of water use. Since the Council can now measure actual water use through meters, it no longer needs to rate based on CV. The Council is proposing to phase out the CV rate over the transition period.
- 2. Introducing volume charges** – The Council is proposing to charge based on the amount of water used, measured by the water meter at each property. This will include all water, even if it is wasted or lost through leaks within people's properties. The Council is proposing to phase in the portion of volume charges over the transition period.

The Council recognises that safe water is necessary for good health so the proposed approach allows each property to use a set amount of water per year before a charge-per-volume applies. This limit will reduce over time as people change their behaviour and use less water. This recognises that Masterton currently has some very high users, with around 30 per cent of total water use coming from properties using 5,000 litres or more per day.

- 3. Retaining a targeted service charge (equal charge per connection)** – the Council is proposing to keep a targeted service charge portion to recognise the network availability and wider community benefit of water supply, such as firefighting. This also helps provide stability for the Council's revenue and ensures ratepayers have some predictability in their water charges.



In developing its proposed transition approach, the Council focused on the need to:

- result in a meaningful reduction of water use
- ensure that water is available for essential use
- minimise impacts for low-income and high-occupancy households
- reflect local circumstances, such as current high-water use
- provide a stable revenue base so that the Council can continue to provide the service
- be future-proofed so that it can be monitored and adjusted as needed over time
- align with the Government’s Local Water Done Well programme, which requires 100 per cent of targeted charges for water be funded by those connected to, or able to connect to, these services.

The Council proposes that a 50 per cent targeted service charge and 50 per cent volume charge by the end of the transition period, is the best way to balance these needs, while offering support through its Rates Remission Policy for people finding it difficult to meet the cost of water supply.

The proposed portions and allocations over the transition period are outlined below. These settings may need to be adjusted each year to respond to how people change their behaviour once volume charges are introduced.

<b>Table 1: Proposed charging portions over the transition period</b>			
	Targeted service charge (equal charge per connection)	CV rate of the property	Volume charges (water usage recorded by the water meter)
<b>Current Policy</b>	30 per cent	70 per cent	0 per cent
<b>Year 1 2025/26</b>	34 per cent	40 per cent	26 per cent
<b>Year 2 2026/27</b>	45 per cent	27 per cent	28 per cent
<b>Year 3 2027/28</b>	50 per cent	0 per cent	50 per cent

<b>Table 2: Proposed water amount allocated per property before charge per volume applies</b>		
	Cubic meter per year	Litres per day
<b>Year 1 2025/26</b>	1,600 m <sup>3</sup>	4,400 litres
<b>Year 2 2026/27</b>	600 m <sup>3</sup>	1,644 litres
<b>Year 3 2027/28</b>	225 m <sup>3</sup>	616 litres

In the first year of the transition, the price per cubic metre (m<sup>3</sup>) of water used above the annual allocation is proposed to be \$2.00/m<sup>3</sup> +GST. This will be reviewed and set annually for future years through the Council’s fees and charges. The targeted service charge will also be set annually and will be subject to a differential to recognise commercial firefighting systems.

**Note:** One cubic metre (1m<sup>3</sup>) of water is 1,000 litres.

# TE PĀNGA A NGĀ PANONITANGA **IMPACT OF PROPOSED CHANGES**

The first year of the transition aims to reduce water use among the highest users. This means properties using very high amounts of water (more than 4,400 litres per day) will likely see an increase in what they pay for water compared to the current 'rates only' approach. Other residential users may also expect some increases from the impact of reducing CV rates for commercial properties, meaning more cost falls on residential and high water users.

In future years, as the allocated water limit is lowered and the use of CV is phased out, more properties will be impacted. How properties are impacted will depend on their CV and water usage:

- Currently, two similar residential properties with the same CV pay the same amount regardless of their water use. By the end of the transition, the property that uses more water will pay more.
- Currently, two residential properties with different CVs that use the same amount of water pay different amounts, with higher CV properties paying more. By the end of the transition, these properties would pay the same since they have the same water usage.

For households who may have less ability to pay higher water charges based on their water use, the Council is proposing to offer support through its Rates Remission Policy (see the What else has been considered? Section for more details).

Appendix 1 provides examples of water charges over the proposed transition period compared to under the current approach. These are based on budget projections and are not indications of future charges. The actual impact will depend on individual circumstances and how all users change their behaviour over the course of the transition.



# HE AHA ATU NGĀ MEA I WHAKAAROHIA? **WHAT ELSE HAS BEEN CONSIDERED?**

## **Providing financial support through a remission**

We understand that paying rates and other charges can be tough for some members of our community. The Council's Rates Remission Policy helps by offering financial assistance to ratepayers who have difficulty meeting their obligations to pay.

A remission is when the Council agrees to waive the requirement to pay rates or charges on a property in a particular financial year, either in part or in full. The amount waived is spread across the wider community through rates.

The Council is proposing three key changes to the Rates Remission Policy to provide support as the Council transitions to a new charging approach.

### **Proposed change 1: Remission for households with financial hardship and high water use**

The Council is proposing to waive water volume charges for households experiencing financial hardship who have incurred high volume water charges. This would support low-income households, particularly those with many people living in them. The Council may waive some or all of the volume charges provided the criteria are met.

### **Proposed change 2: Temporary financial assistance for households with financial hardship for repair of water leaks**

The Council is proposing to offer up to \$300 to help households experiencing financial hardship with the cost of repairing a water leak. This support is aimed at helping households who may struggle to pay for leak repairs so they can avoid high water charges.

#### **Defining Financial Hardship**

Financial hardship could be defined in several ways. 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.

We are seeking your views on how to define financial hardship as part of your submission.

### **Proposed Change 3: Remission for excess charges due to a water leak**

The Council is proposing to enable ratepayers to apply for a remission if they have incurred excess water charges due to a leak on their private property. To qualify, the leak must be repaired within one calendar month and the applicant must meet other criteria. The maximum remission would cover up to 50 per cent of the difference between actual and estimated water consumption from when the leak was found to when it was repaired.

For more details see the proposed Rates Remission Policy Excerpt.



## What else is the Council doing to conserve water?

The Council is taking action to make sure our community is resilient when it comes to water, and we are acting on that:

- We are working together with the other Wairarapa councils and Greater Wellington Regional Council to implement the Wairarapa Water Resilience Strategy.
- We are undertaking a water renewals programme to detect and remediate leaks in our pipes.
- We have more water storage planned. This includes constructing larger raw water storage ponds at the Kaituna water treatment plant and a new reservoir for the storage of treated water.
- Through the Wairarapa Combined District Plan review, we have considered options and tools to support water conservation and resilience. For example, the proposed plan includes domestic water storage requirements.
- We are implementing other strategies and plans to mitigate and adapt to the impacts of climate change.

## Ensuring the Water Supply Bylaw supports the proposed approach

The Council is currently reviewing its Water Supply Part of the Wairarapa Consolidated Bylaw 2019. This will ensure it continues to be fit for purpose and enables the Council to deliver the proposed charging approach. There will be an opportunity to have your say on the draft bylaw when the Council consults in 2025.

# NGĀ MEA I WHAKAAROTIA E TE KAUNIHERA **OPTIONS CONSIDERED BY THE COUNCIL**

The Council has considered the reasonably practicable options for recovering the cost of the urban water supply service. The advantages and disadvantages of each option are outlined below. The Council is proposing to proceed with Option 1.

## **Option 1 – Adopt the proposed charging approach** **This is the Council's preferred option**

<b>Advantages</b>	<b>Disadvantages</b>
<ul style="list-style-type: none"> <li>• Reduces water demand and water loss over the long term.</li> <li>• Full benefits of the Council's investment in water meters can be realised.</li> <li>• May reduce future investment needed in Council's water supply infrastructure.</li> <li>• It is appropriate to use actual usage rather than an indicator for usage now that this information is available to the Council.</li> <li>• Ratepayers can influence their bill through behaviour (reducing water consumption).</li> <li>• Proposed changes to the Rates Remission Policy provide support for those in financial hardship who may be negatively affected by the transition.</li> </ul>	<ul style="list-style-type: none"> <li>• Less stability for ratepayers as their bill will vary based on usage. The proposed targeted service charge portion supports providing some consistency for ratepayers.</li> <li>• Less stability in Council revenue. The proposed transition period enables the impacts to be monitored.</li> <li>• Not all properties have a meter installed and applying two approaches at once may not be considered fair and may be administratively challenging.</li> </ul>

## **Option 2 – Adopt an alternative charging approach, e.g. a different combination of a targeted service charge and volume charges, a different transition length, or an alternative approach**

<b>Advantages</b>	<b>Disadvantages</b>
<ul style="list-style-type: none"> <li>• Advantages would be dependent on the extent of changes.</li> </ul>	<ul style="list-style-type: none"> <li>• Disadvantages would be dependent on the extent of changes.</li> </ul>

Option 3 – Do not adopt a new charging approach (status quo)	
Advantages	Disadvantages
<ul style="list-style-type: none"> <li>• Current charging approach is familiar to the community.</li> <li>• More stability in rates bill and Council revenue.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not take advantage of an opportunity to reduce water demand and water loss over the long term.</li> <li>• Full benefits of the Council’s investment in water meters would not be realised.</li> <li>• No ability for ratepayers to influence their bill through behaviour change.</li> </ul>





## How you can have your say

The Council is inviting feedback from the community until 4pm Friday 13 December 2024.



Complete our online submission form at: [mstn.govt.nz](https://mstn.govt.nz) (aprox 3-5mins)



Download a fillable pdf submission form and email to: [submissions@mstn.govt.nz](mailto:submissions@mstn.govt.nz)



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



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

## Hearing

For those wanting to present their views in person to the Council, a hearing will be held on Wednesday 18 December 2024. You will need to indicate on your submission form that you would like to attend the Hearing.

**Submissions close 4pm Friday 13 December 2024**

## Further Information

Our proposed Revenue and Financing and Rates Remission Policies, and other supporting information can be found on our website: [mstn.govt.nz](http://mstn.govt.nz)

## What happens next?

Following the November/December 2024 consultation period and hearing, all feedback will be considered by the Council at a deliberations meeting prior to the Council adopting a policy.

The new charging approach is proposed to take effect from 1 July 2025.





# ĀPITI HANGA APPENDIX

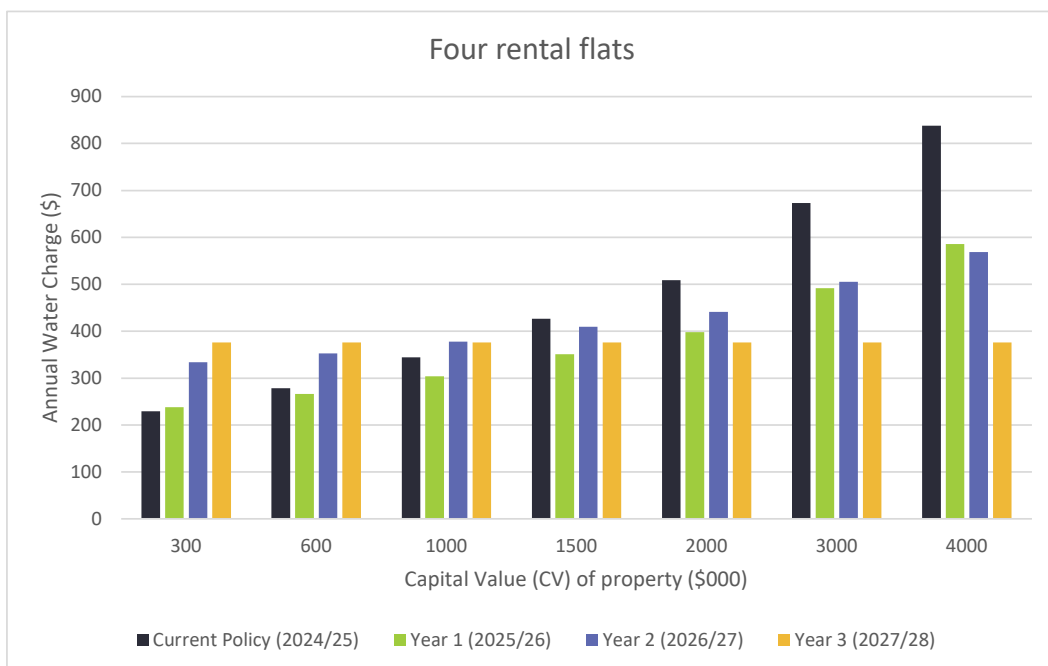
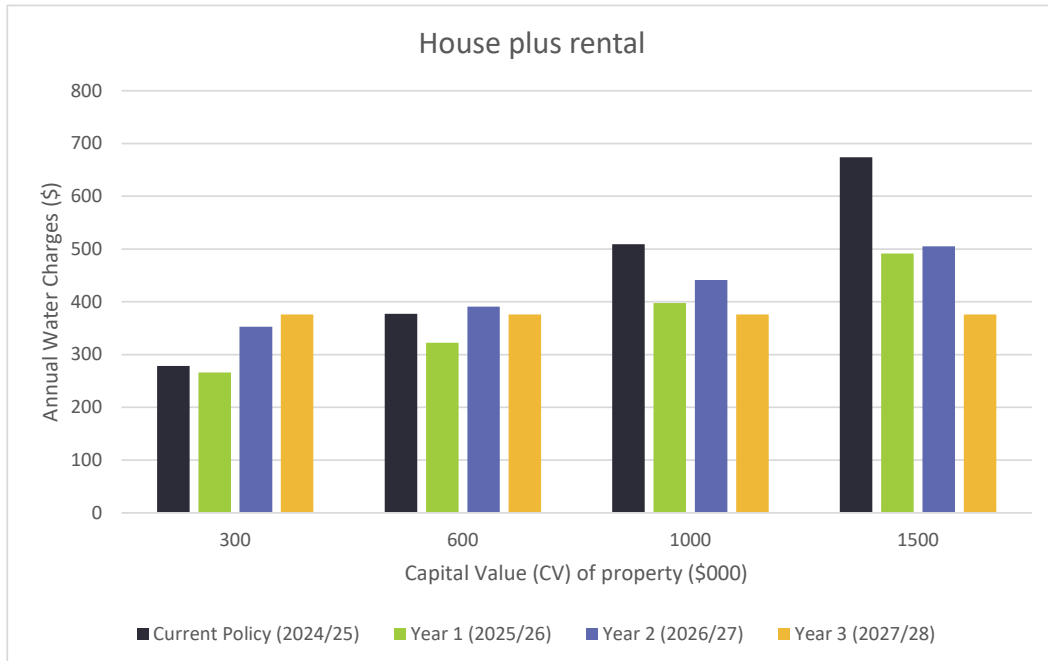
## Appendix 1 – Impact of Proposed Water Meter Charging Approach

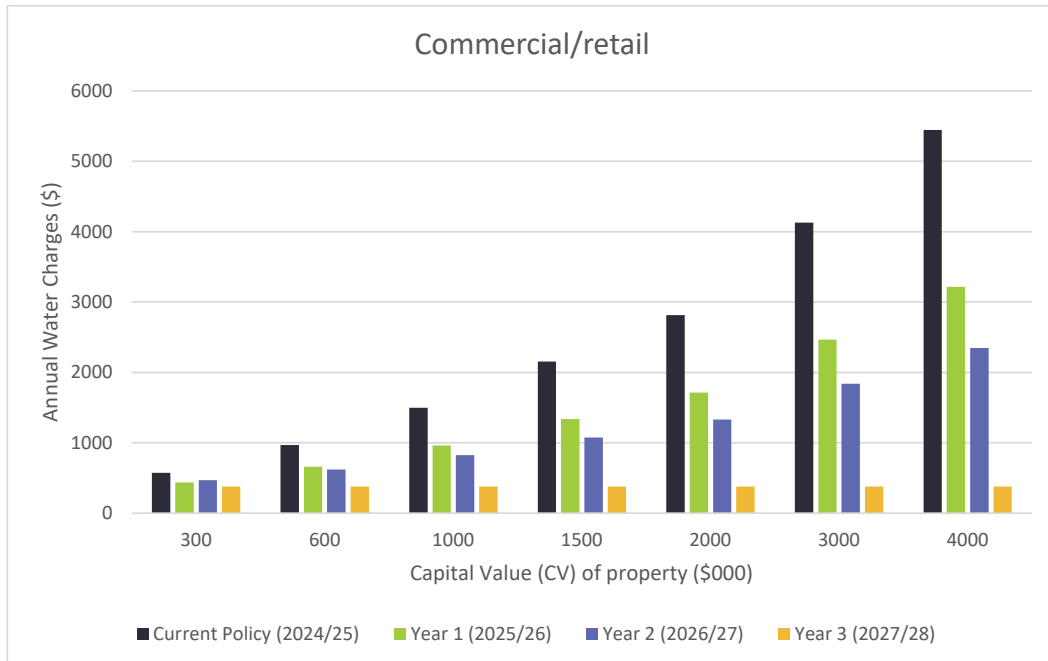
Below are examples of differences in annual water charges under the proposed three-year transition period (from 2025/26 to 2027/28) compared to under the current charging approach (2024/25). Examples given are based on budget projections and are not indications of future charges. The actual impact will depend on individual circumstances and how all users change their behaviour over the course of the transition.

### Example properties using within the set water amount allocated per property<sup>2</sup>

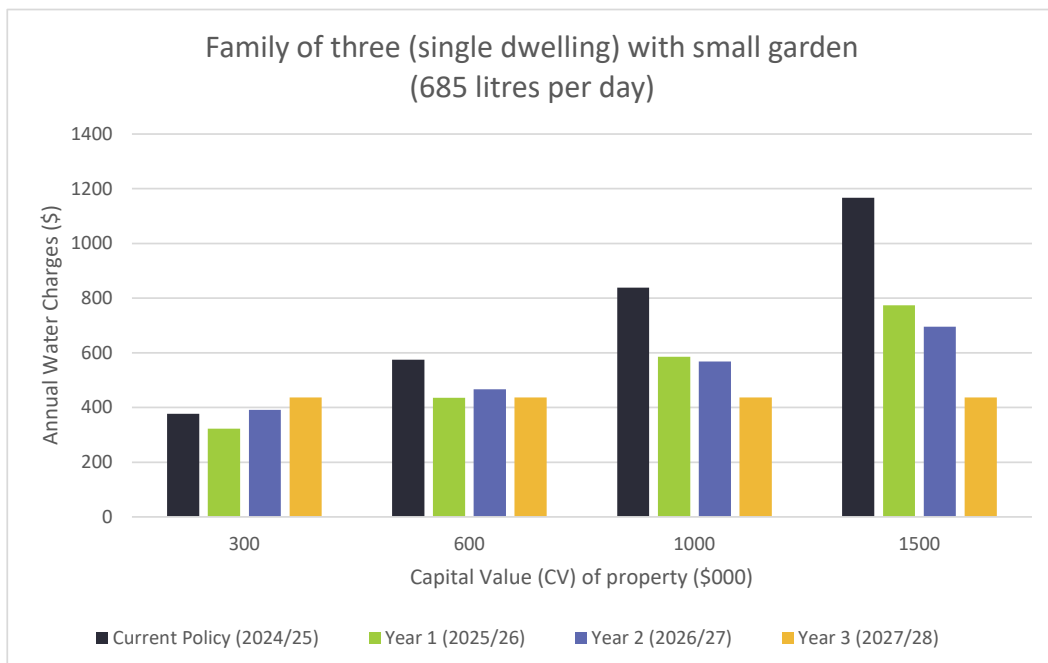


<sup>2</sup> Refer Table 2 of the Water Meter Charging Consultation Document for water amounts allocated per property.

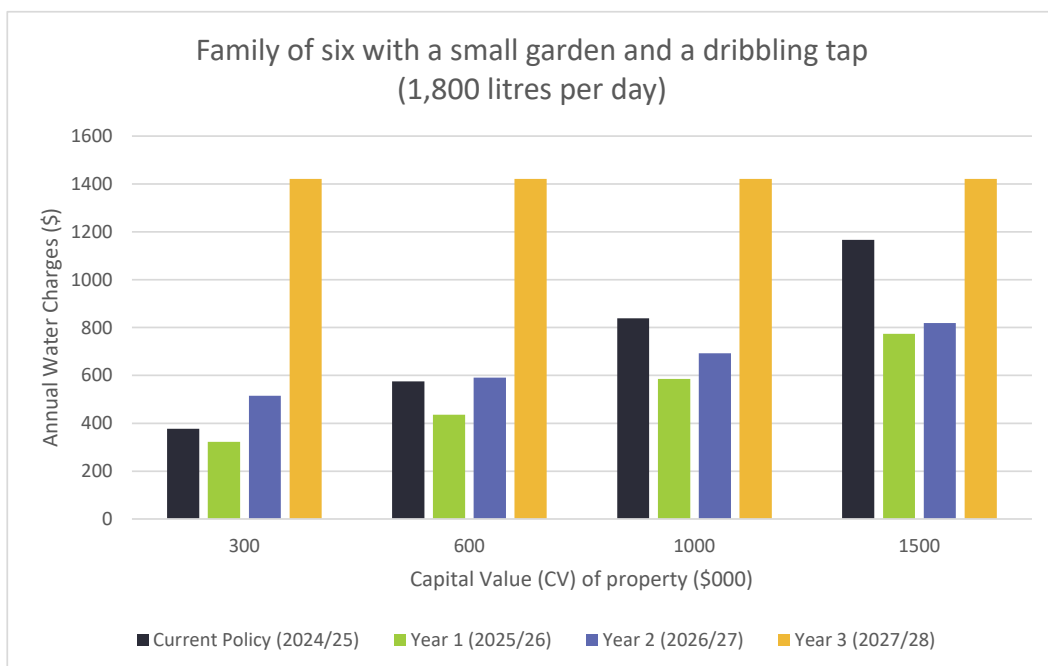
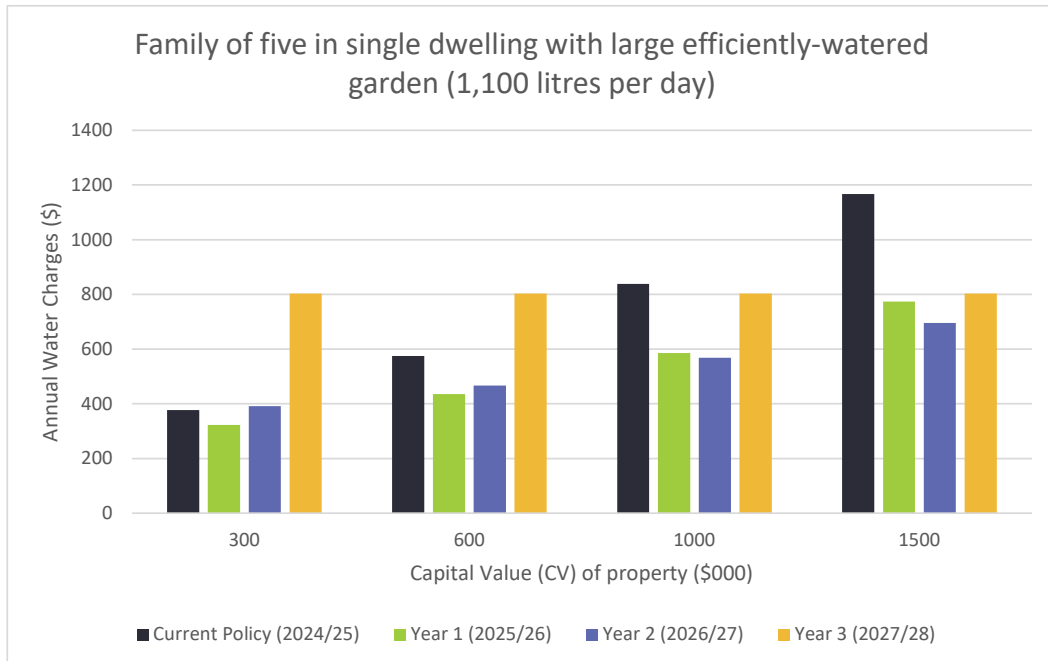


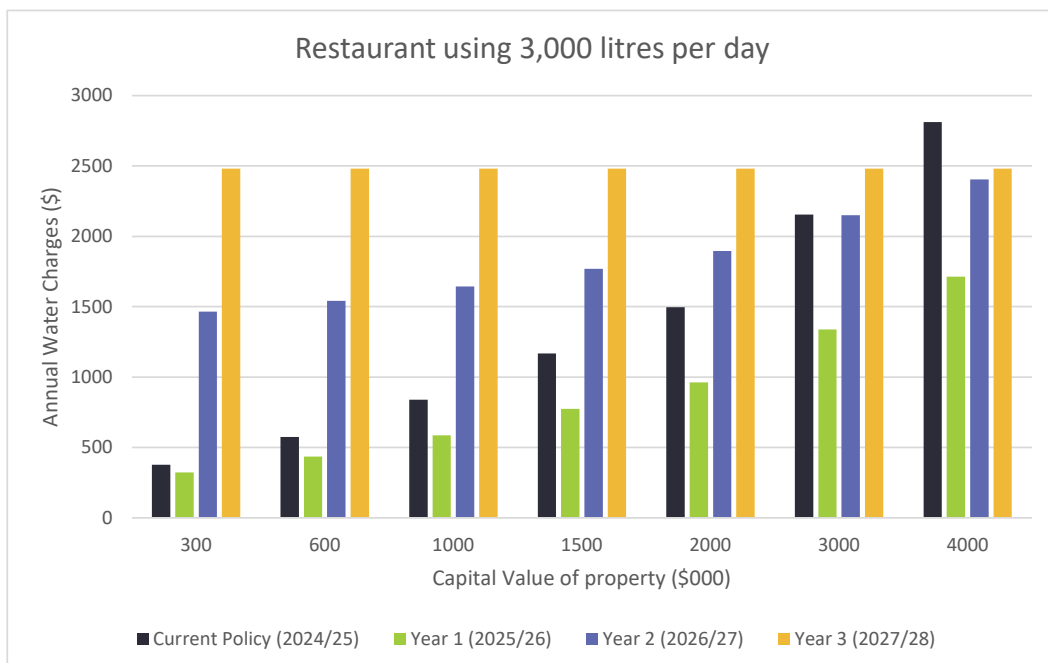
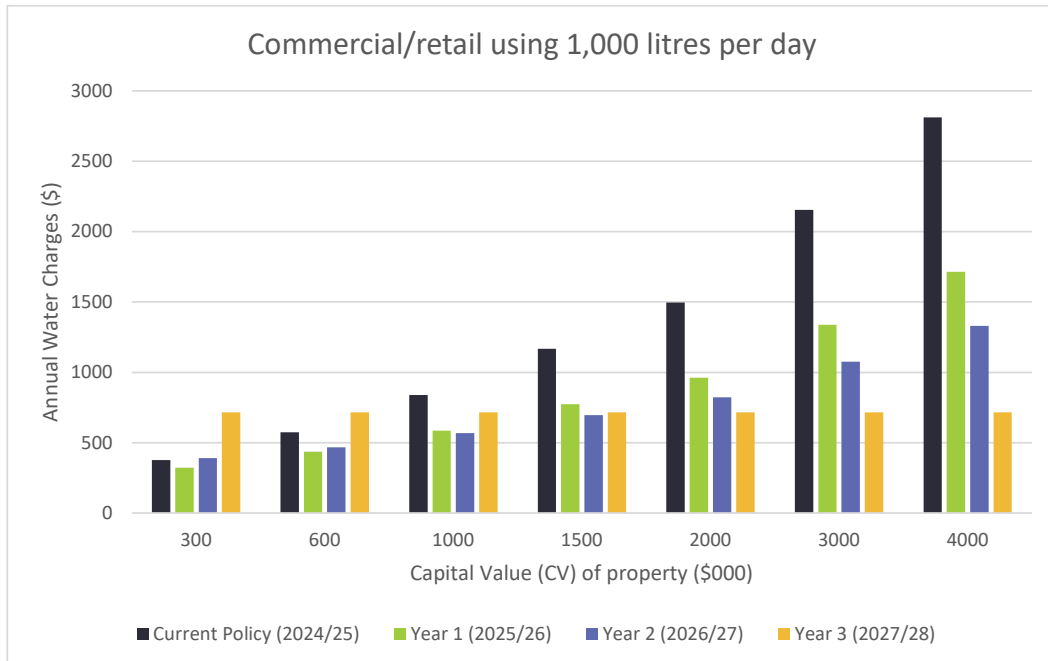


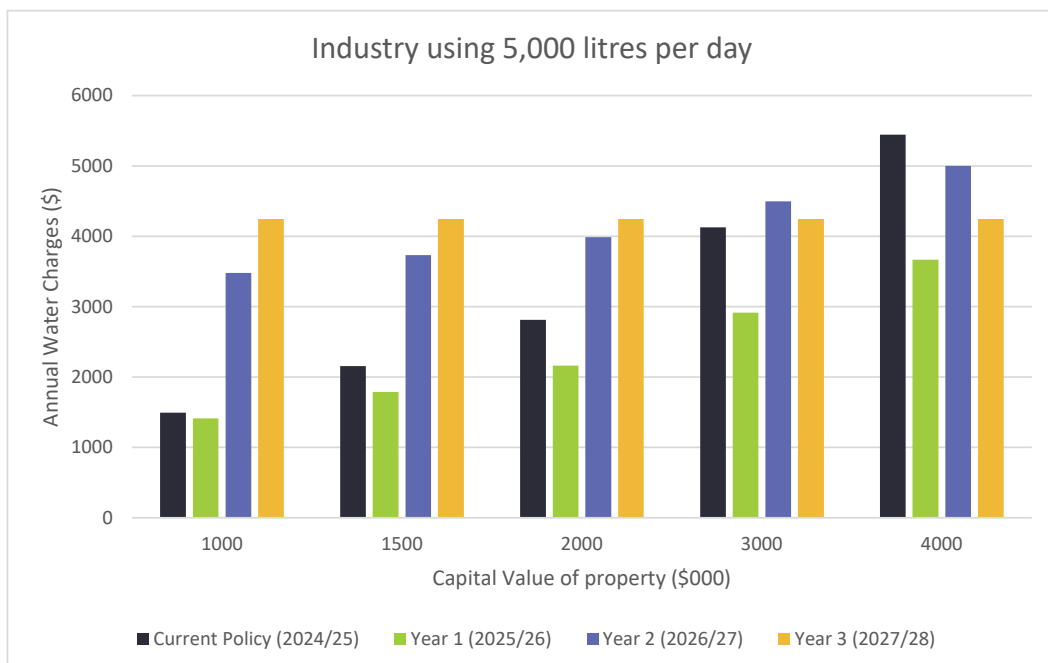
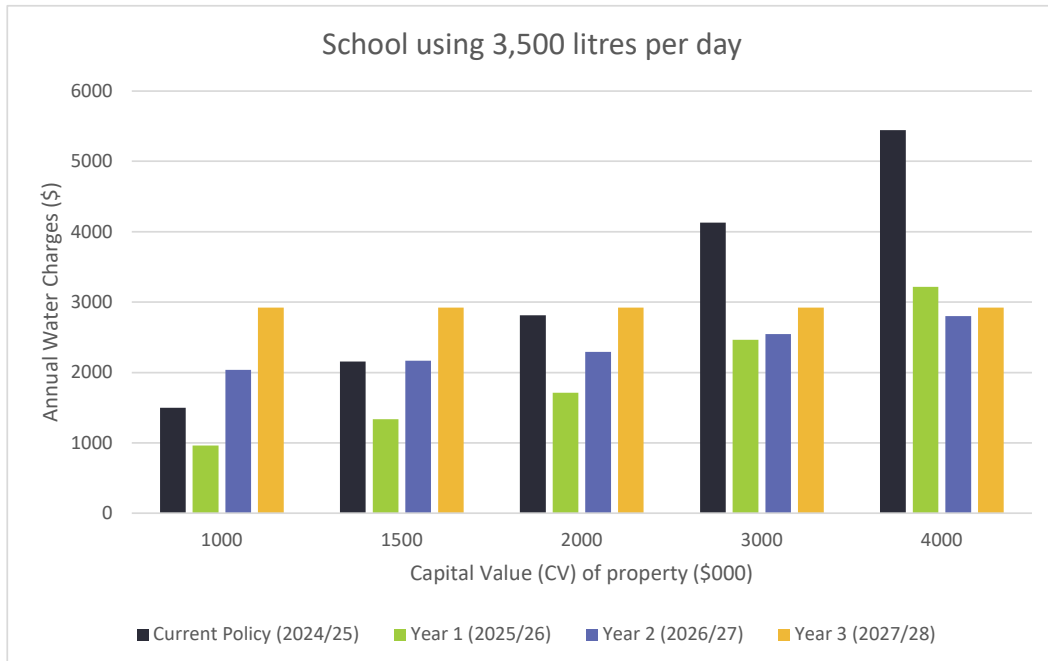
**Example properties using over the set water amount allocated per property<sup>3</sup>**

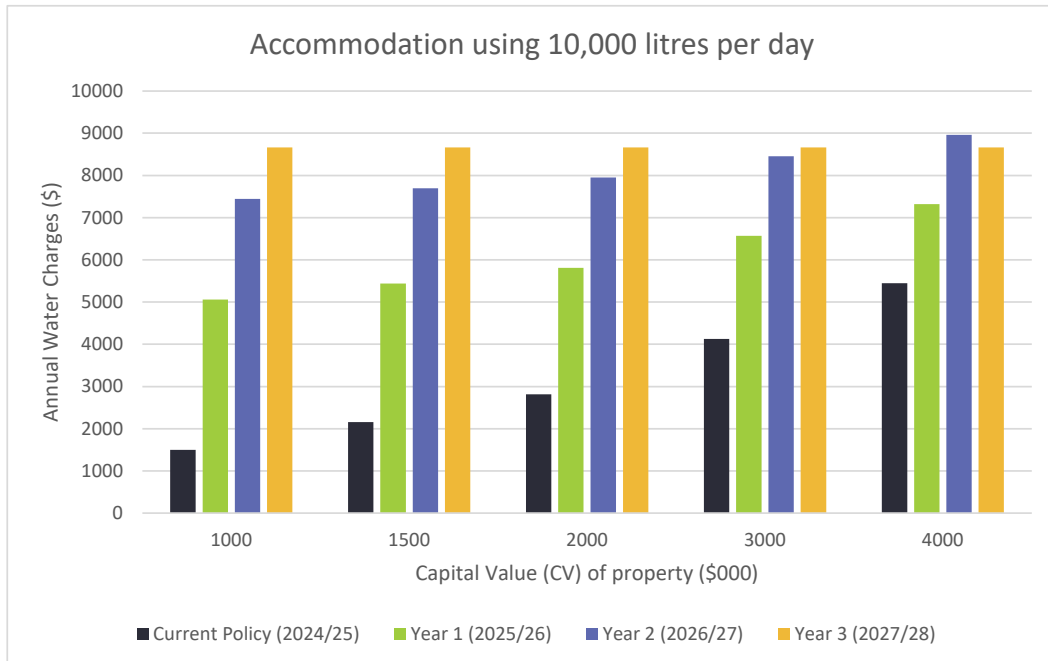


<sup>3</sup> Refer Table 2 of the Water Meter Charging Consultation Document for water amounts allocated per property.













## Phone

06 370 6300 - 8am to 5pm except Tuesdays 9am to 5pm  
06 378 7752 after hours

## Email

[mdc@mstn.govt.nz](mailto:mdc@mstn.govt.nz)

## Call into

Masterton District Council  
161 Queen Street, Masterton  
9am - 4pm

## Write to

Masterton District Council  
PO Box 444, Masterton 5840  
[www.mstn.govt.nz](http://www.mstn.govt.nz)

**Water Meter Charging Approach**

**Hearing Schedule**

**WEDNESDAY 18 DECEMBER 2024**

PLEASE NOTE THAT THIS SCHEDULE MAY BE SUBJECT TO CHANGE

Time	Sub #	Name	Page
2:05pm	#72	Jerling, Mark	36
2:15pm	#150	Wald, Carol	39
2:25pm	#109	Nakka, Praveen (Teams)	41
2:35pm	#78	Knight, Byron	43

**ATTACHMENT 4**  
**SUBMISSIONS TO BE HEARD**

Water Meter Charging

#79

**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

**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 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

**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

#93

**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

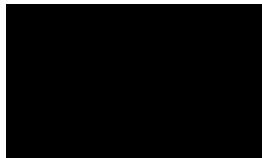
Full name (required)

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**

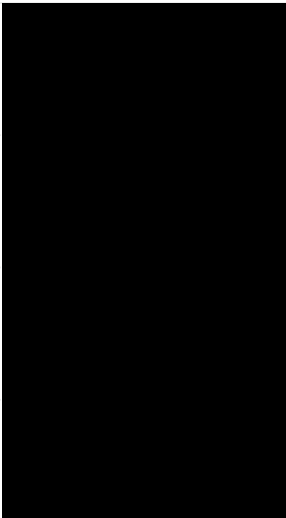
What is your ethnicity? (you may tick multiple boxes)

**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

**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

# #13

**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

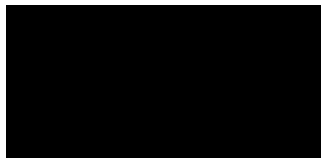
Full name (required)

Praveen Nakka

Postal address

Email

Phone



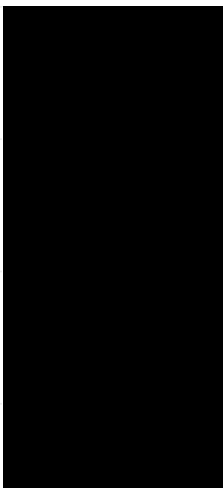
## Q2

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

**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

#155

**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

**Q7**

Which is your preferred option for our future charging approach?

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

---

Water Feeder Charging

**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

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

**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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**Masterton District Council Hearings: Water Meter Charging Approach**  
**Wednesday 18 December 2024**

The Council will hear all submissions:

Mayor Gary Caffell (Chairperson)  
Deputy Mayor Bex Johnson  
Councillor Tom Hullena  
Councillor David Holmes  
Councillor Craig Bowyer  
Councillor Tim Nelson

Councillor Stella Lennox  
Councillor Brent Goodwin  
Councillor Marama Tuuta

Iwi Representatives: Ngāti Kahungunu ki  
Wairarapa and Rangitāne o Wairarapa

- The hearings give you an opportunity to expand on the submission you made and/or to focus on your key points. You can assume that the elected members have read your submission.
- Each submission will be limited to an address period of 7 minutes with 3 minutes for responding to questions from the elected members. A bell will be rung at 6 minutes and again at 10 minutes.
- The Chairperson has the right, with or without the agreement of the other members, to terminate a submission in progress or to extend the time allowed for any submission.
- The Chairperson, or any member through the Chairperson, may ask questions relevant to the matter being heard. The Chairperson may wish to clarify or correct any matter raised.
- Hearings will be taking place in person at Masterton District Council, Waiata House, 27 Lincoln Road, Masterton on 18 December 2024. We will also have a Microsoft Teams option available. This hearing will also be livestreamed.
- Please arrive at the venue or join the meeting 10 minutes prior to your allocated speaking time. Please also allow additional time as individual submissions may run longer than scheduled and your speaking time may be delayed.
- If you want to use a PowerPoint, please advise Harriet Kennedy on 370 6300 and either email your presentation in advance of the hearing to [harriek@mstn.govt.nz](mailto:harriek@mstn.govt.nz) (the preferred option), or bring a flash drive on the day 10 minutes prior to your allotted time.
- If your circumstances change and you are unable to make your allocated time, please ring Claire Jordan or Sophie Bradley on 06 370 6300, 027 444 2357 (Claire) or 027 255 4996 (Sophie) as soon as possible.
- If for any reason you are unable to attend, the Council will still consider your written submission.
- The Council will not normally indicate whether or not they support your submission. At the conclusion of hearing all the submissions the meeting will close.
- At a meeting to commence at 9.00am on Thursday 19 December the Council will deliberate and make decisions on the matters raised in the consultation.



**8        REPORTS FOR INFORMATION**

Nil

**9        PUBLIC EXCLUDED**

Nil