

Submission Form

How should we charge for water use?

Submissions close at 5pm Friday 20 June 2025

Your details

Your submission must include your name and contact details (preferably email and phone)

First name: Last name:

Iwi, hapū, organisation (if applicable):

Postal address:

Phone: Email address:

Do you want to speak to the Council about your submission? (please tick one) ☐ Yes ☐ No

If you don't select an option, we will assume you don't want to be heard.

Your views

We want to hear from you! Give us your thoughts on how we should charge for water use for New Plymouth District or fill in the form online (www.npdc.govt.nz/haveyoursay).

Billing by water meter - three options

1. How would you prefer to be billed for water use? (please tick one)

- ☐ Option 1: A fixed charge + volumetric charge.
- ☐ Option 2: A fixed charge + volumetric charge, with an allocation of water (100L per household per day).
- ☐ Option 3: Fully volumetric charge.

Wastewater

2. Should wastewater shift to a volumetric charge or continue with the status quo (a fixed yearly charge)? (please tick one)

- ☐ Volumetric wastewater charging.
- ☐ Fixed yearly charge.

Other related options that affect specific communities

Shared water meter properties billing options

3. How should we charge for water use for properties with shared water meters? (please tick one)

- ☐ Option 1: Shared meter reading (split equally).
- ☐ Option 2: Fixed yearly charge (same as you pay now).
- ☐ Option 3: Shared meters reading with Remissions Policy (split equally but able to apply for a remission if meets certain circumstances).
- ☐ Option 4: Household's choice (split equally or fixed charge).



Vulnerable users Rates Remission and Postponement Policy options

4. How can we help people who struggle to pay for water, e.g. some renters, elderly residents or those whose high water-use is due to medical needs? *(please tick one)*
- ☐ Continue with the current Rates Remission and Postponement Policy.
- ☐ Continue with the current Rates Remission and Postponement Policy and introduce a new Water Rate Remission for Vulnerable Households (with or without the option for tenants to apply).

Proposed amendments to Leakage Remission Policy 10

5. If you discover a leak at your place, how can we best assist you with the payment process for getting it fixed? *(please tick one)*
- ☐ Option 1: Include residential users in existing policy.
- ☐ Option 2: Only residential users get a remission of 50 per cent.
- ☐ Option 3: Only residential users get a remission of 100 per cent.
- ☐ Option 4: Residential 100 per cent and commercial 50 per cent remission.
- ☐ Option 5: All users get 100 per cent remission.

For commercial customers/non-residential customers

6. If a business is negatively affected by the new residential water billing system, which option should we offer? *(please tick one)*
- ☐ Option 1: Introduce a new Rates Remission and Postponement Policy for commercial customers who experience an increase in water billing costs due to the introduction of residential water billing.
- ☐ Option 2: Introduce a Rates Remission and Postponement Policy for commercial customers who experience an increase in water billing costs due to the introduction of residential water billing, to smooth the impact of this over a few years.

Proposed amendments to the Revenue and Financing Policy

7. Should a minimum charge be applied to very low users (such as those homes that are vacant much or all of the time)? *(please tick one)*
- ☐ Yes
- ☐ No
8. Should a part charge continue to be applied to properties within 100 metres of a serviceable pipeline that are not connected? *(please tick one)*
- ☐ Yes
- ☐ No



Proposed amendments to the fees and charges

9. Should the Council continue to pay for water meter installations at existing properties with shared meters if owners install a new pipe on their property? (Note: property owners would continue to meet the cost of private work.) *(please tick one)*
- ☐ Yes
- ☐ No

10. Do you have any other comments?

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All submissions (including your name, address and contact details) are provided to Council officers and elected members for the purpose of analysing feedback. Your personal information will also be used for the administration of the engagement and decision-making process. Submissions (with individuals names only) will be available online. If requested, submitter details may be released under the Local Government Official Information and Meetings Act 1987. If there are good reasons why your details and/or submission should be kept confidential please contact our Privacy Officer on 06-759 5688 or through enquiries@npdc.govt.nz



When you have completed your submission, either:

Drop it to us at: NPDC Civic Centre, Liardet Street, New Plymouth; or

to a library and service centre in Bell Block, Inglewood or Waitara

Or send it to: Water Billing, Reply Paid DX, DX BOX NR59001,New Plymouth

Or email it to: submissions@npdc.govt.nz

Thank you for your submission