

OIR: 2324/742

11 December 2023

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED]

Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of **24 November 2023** requesting the following information:

I wish to make an Official Information Act request for a copy of all Council Policies and Guidelines in regard to the rate charges and rate refunds concerning water usage and metering, excess water use and water leaks. Please include any Standard Operating procedures or any other in house guidelines that are relevant to this.

Please find links to:

- Kapiti Coast District Council's Rate setting paper for 2023/24, adopted by Council on 29 June 2023 which set all rates and due and penalty dates (including the water supply fixed and volumetric rates for the 2023/24 rating year. [Rates for 2023/24 - Kāpiti Coast District Council \(kapiticoast.govt.nz\)](https://www.kapiticoast.govt.nz/rates-for-2023-24)
- Kapiti Coast District Council's Water Supply Bylaw 2013; [Kapiti Coast District Council - Water Supply Bylaw 2013](#); and
- Kapiti Coast District Council's Remission policy, which includes Part 10 – Water Leak Rates remission [Help with your rates - Kāpiti Coast District Council \(kapiticoast.govt.nz\)](https://www.kapiticoast.govt.nz/help-with-your-rates) which outlines the criteria, conditions and calculation methodology considered for applications under this policy.

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.

Ngā mihi,

A handwritten signature in black ink, appearing to read 'Mark de Haast', written in a cursive style.

Mark de Haast

Group Manager Corporate Services
Te Kaihautū Ratonga Tōpū