



Kaipara te Oranganui

**KAIPARA  
DISTRICT**

Two Oceans Two Harbours

# Water Rates

## Your first invoice

The first invoice you receive contains the cost for your first cubic metre of water. This cost is higher than any subsequent water supply charge, as it covers much of the significant infrastructure works associated with transporting the water from its source to your home.

Any land connected to the council water network with a water meter (as at 30 June) is charged the first cubic metre of water in the first six months of the rating year 1 July–31 December. Any charge after that is only for the water that you use.

Everyone in Kaipara District pays the same amount for their first cubic metre (which covers infrastructure like the treatment plants, pipes and overhead costs) and water supply. This evens out the cost of maintaining the service for all those connected to the network. It means the cost of increasing the capacity or reliability of the schemes is shared by everyone on a council water scheme and reduces the significant costs of maintenance to those on smaller schemes.



# Having trouble making payments?

If you're having difficulty meeting the cost of your water rates, talk to our friendly revenue team about developing a payment plan.

## How to check your water use

### 1. Account for your family, flatmates and visitors

An increase in the number of people or an increase in the use of appliances will often lead to a higher bill.

### 2. Consider the season

From watering the garden to filling up the swimming pool, it is normal to use more water in summer than in winter months.

### 3. Check your meter reading

Although we take every precaution, we may have read your meter incorrectly. Your meter should be equal to or slightly higher than the reading on your most recent bill. If the current reading is less than the reading on your bill, please contact us.

### 4. Check for leaks

Check for dripping taps, leaky showerheads and cracked pipes. Look for damp patches in the garden, lawn or driveway during dry weather. Do a simple overnight test to find out if you have a leak. Before heading to bed, make sure your dishwasher and washing machine are off and everyone knows not to flush the toilet or use taps overnight. Take a reading at night and then read the meter again in the morning, if there is a difference between the first and second readings, you have a leak.



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## Still unsure?

If you are still unsure about your high bill, or need advice on how to read your meter, contact us.

**FREephone 0800 727 059 | 09 439 3123 | [kaipara.govt.nz](http://kaipara.govt.nz)**

