



Your Rates at Work

Could you save \$750 on your rates bill?

If you are receiving NZ Superannuation or WINZ benefits, or your combined income is within a certain threshold, then you may be entitled to a Rates Rebate for 2023/24 of up to \$750.

You must be living at the property and be the legal ratepayer on 1 July. When applying for the Rates Rebate you will need:

- your District Council and Hawke's Bay Regional Council rates notices.
- details of your income (before tax) for the previous tax year.
Relevant income information could include:
 - IRD summary ending March 2023
 - WINZ summary
 - Last pay slip before March 2023
 - Financial documents
- proof of your partner/joint homeowner's income if he/she lives with you.

Rates Rebate application forms for 2023/24 are now available on www.govt.nz/rates-rebates, or you can pick up a Rates Rebate form from The Knowledge and Learning Hub – Te Huinga Wai in Waipukurau, Waipawa Library and the Council Office in Waipawa, or contact the Rates team on 06 857 7738.



Rates Rebate drop-in sessions

A Rates officer will be available to assist you with completing the 2023/24 Rates Rebate application form and answer your queries at the following locations in August.

**Tuesday 8 August
9am - 4pm**

The Knowledge and Learning
Hub, Waipukurau

**Thursday 10 August
9am - 4pm**

Waipawa Library

For more information on rates and a list of frequently asked questions, visit chbdc.govt.nz.

Water Conservation and Water Meters

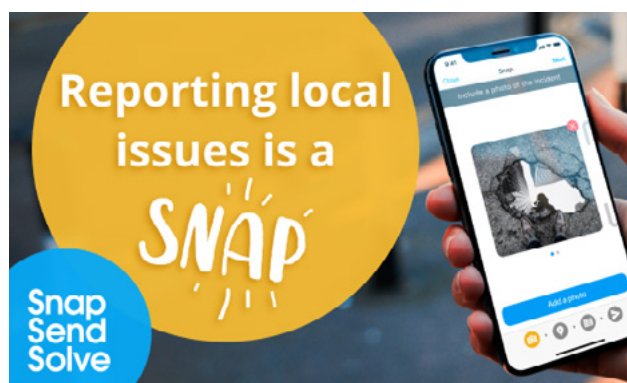
Here in Central Hawke's Bay, water meters play an important role in water conservation.

Many homes in the district will have a water meter like the one shown next to your toby at your boundary. These are read four times a year and monitor how much water is leaving Council's water reticulation network and being supplied to your property.



Each connected property is rated for the first 300 m³ of water per year. As long as your annual consumption is below this level (and that's 95% of you), then you will never receive an excess water use invoice or hear from our Waters team.

However, if you do receive an unexpected water invoice from us, it could be an indication you have a leak somewhere on your property and you are losing water. If this is the case, get the leak repaired promptly and contact our Finance team and we can investigate whether the invoice can be reversed. For more details on our leak remission policy visit www.chbdc.govt.nz and search water meters. This is an important way we can monitor water conversation and, with your help, ensure leaks are repaired quickly.



Snap Send Solve

Snap Send Solve is a smartphone app to help make reporting issues easy. Free to download from the App Store and Google Play, Snap Send Solve is a platform that eliminates the complexity of knowing where and how to report incidents on the spot.

All our residents are encouraged to report issues with trees, footpaths, graffiti, dumped rubbish, water faults or any areas of concern in the local community via the application.

Make the switch!

Keep it easy – make the switch to direct debit.

Switching to direct debit is easy and it's the simplest way to pay your rates. Once you sign up for direct debit, you will:

- avoid penalty fees for late or incorrect payments.
- have payments adjusted automatically from year to year.
- choose a payment frequency to suit your budget – weekly, fortnightly, monthly, quarterly or annually.
- avoid queuing.
- have peace of mind.

If you would like to sign up for direct debit, go to www.chbdc.govt.nz to complete an online form.

Flush your pipes before you start!

Some plumbing fittings have the potential to allow minute traces of metal to accumulate in water standing in the fittings for several hours.

Although the health risk is small, the Ministry of Health recommends that you flush a cupful of water from your drinking water tap each morning before use to remove any metals that may have dissolved from the plumbing fittings.

We are recommending this simple precaution for all households, including those on public and private water supplies.

