

An important update about your water bill

We want to let you know about an issue that has affected some customers recent water bill, and to apologise for any confusion or concern this may have caused.

What happened

In mid-2024, water meter readings were taken for approximately 1,400 properties that did not yet have billing accounts. Due to internal processing checks, there was a delay in setting up these water accounts. As a result, some customers may have received a bill that covers **up to 12 months of water usage**, rather than the usual 6-month billing period.

What this means if your bill shows 12 months of water usage:

- The charges on your bill are accurate and reflect your actual water use over the past 12 months.
- No costs have been added, and nothing has been backdated beyond this 12-month period.
- From your next bill onwards, you will return to the standard 6-month billing cycle.

Support available

We understand that receiving a larger bill than expected can be challenging. Please be assured that:

- No penalties are applied to water accounts.
- If you'd like to spread the cost, you can set up a payment plan through our website: [Please click this link](#) or go to www.selwyn.govt.nz/services/rates/deferred-payment-arrangement-request-water to fill out a form to get this set up.

Need help?

If you have any questions or would like to talk to someone about your account, please get in touch with our team at contactus@selwyn.govt.nz or call us on **0800 SELWYN (735 996)**.

We appreciate your patience and understanding as we work through this.