

An important update about your water bill

We want to let you know about an issue that has affected your 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, 450 customers including yourself, have now received a bill that covers up to 12 months of water usage, rather than the usual 6-month billing period. The remaining affected customers will receive their water bills within the next four months after their next scheduled meter reading.

What this means for your bill

- 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](#) 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're here to help.

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