

# Paying Your Rates

## When do I pay?

All ratepayers receive an invoice from us detailing rates owing. Payments are due in August, November, February and May.

Because some ratepayers prefer greater flexibility than paying in quarterly instalments, we offer a range of alternative options to better suit your needs.

## What options are available?

- direct debit
- online at **waimakariri.govt.nz** by Poli or credit card
- cash and Eftpos
- direct credit
- telephone and internet banking

### Direct debit (Rates Easypay)

Direct debit is available for weekly, fortnightly, monthly and quarterly payments. Weekly and fortnightly payments can be debited on Tuesdays, Wednesdays or Fridays and the monthly debits on the 1st, 15th and 20th of the month.

Ask our Customer Services staff or apply at **waimakariri.govt.nz**. We will advise you in writing when the direct debit is set up, and will notify you of any changes in the debit amount.

No extra costs are incurred if you choose to pay by Rates Easypay, other than your own bank's fees.

### Direct credit (automatic payment)

If you prefer to pay on a different day than Tuesdays, Wednesdays and Fridays, automatic payments may be more suitable. You are responsible for the payment being set at the correct level, although we are happy to help you calculate the amount.

You should review the level of your direct credit payment on receipt of the first rates instalment notice each July. Penalty charges apply to any amount that remains owing past the penalty date.

We will send you all of the rates invoices so you can monitor your payments.

Your bank sets up automatic payments. Payments are credited to the Council's bank account at:

**ANZ Rangiora**  
**01 0877 0129222 00**

Please check that your reference is the valuation number on your current invoice.

### Telephone and internet banking

If you are using telephone and internet banking to pay a number of different accounts with the Council, eg rates, dog registration and building consent fees, **you need to ensure that the correct reference is included with each payment.**

Call our Customer Services team for help in establishing the correct references before you set up your payment.

### Online at waimakariri.govt.nz

Web-hosted credit card Visa and Mastercard payments are accepted on the Waimakariri District Council's website. A transaction fee of 1.5% of the payment is payable for this service.

If you prefer not to use a credit card, online payments can also be made by Poli.

### Cash and Eftpos

Over-the-counter payments are accepted at the Rangiora, Kaiapoi and Oxford Service Centres. Please do not send cash in the post.

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If you are going to be away when a rates instalment is due, we recommend you set up a direct debit.

### **Setting up a payment programme**

Council staff are happy to assist ratepayers to set up a payment programme to ensure their rates are kept up to date.

If you are struggling to make payments on time or wish to have more flexibility with payments, please contact our Customer Services staff in confidence to discuss your options. By contacting us at an early date you can avoid collection processes down the track.

**Find out more at [waimakariri.govt.nz](https://www.waimakariri.govt.nz), or contact Customer Services on 0800 965 468.**