

12/07/2024

Dear Ratepayer,

Re: Delay in Rates Invoices for 2024/2025

Usually by the middle of July, you would have received your Rates Invoice for the new rating year. We are writing today to inform you that there has been a delay in the setting of this year's rates.

We understand the importance of receiving this invoice in a timely manner for your financial planning and regret any inconvenience this may cause.

Please rest assured that while issuing rates invoices has been delayed, any direct debit arrangements you may have in place will continue as they are, and all ratepayers are able to make one-off or regular payments at any time. This flexibility helps ensure you can manage your rates payments in a way that best fits your budget.

We've included a list of questions and answers below, but please contact us if you require more information or need further assistance. You can email us at rates@cdc.govt.nz and we'll be back in touch as soon as possible.

Thank you for your understanding and cooperation.



Geoff Hamilton,
Chief Executive
Carterton District Council

2024/25 Rates Invoice delay - Questions & Answers

Why has this happened?

Our Long-Term Plan [LTP] review has been delayed due to extended hearings and deliberations, delays from QV in property valuations, and late feedback from Audit NZ. This means that our LTP is unlikely to be considered by Council until Wednesday 18 September 2024.

The setting of rates for 2024/25 and Rates Invoices will be issued once this has occurred.

What does this mean for ratepayers?

- **Payment dates**
Council will finalise payment dates at the next Council meeting on 31 July. We'll be able to provide an update immediately following this. The delay in issuing of Rates Invoices will likely see our instalment schedule change from four equal payments to three – more information will be provided on this as soon as possible.
- **Payments**
Ratepayers can make any payment against their Rates account at any time – this includes setting up a direct debit or automatic payment. You do not have to wait for invoices to be issued.
- **Direct Debits**
Current direct debit arrangements will remain in place, continuing as normal. These will be adjusted once new Rates Invoices are issued. Any payments made prior to Rates Invoices being issued will be held in credit against relevant Rates accounts.

I need to adjust my direct debit, what can I do?

Contact us at rates@cdc.govt.nz and we will be happy to help.

I need a rates rebate, what do I do?

Rates Rebates will still go ahead, although they won't be processed until after Rates Invoices have been issued.

Where can I find out more?

Please contact an elected representative, email our [Rates officer](#), or visit the CDC website at <http://www.cdc.govt.nz/rates-information>.