

1 September 2019

Dear Ratepayer

We're changing our rates due date

We're letting you know about a change to the due date for paying rates. The change doesn't apply to this financial year (1 July 2019 to 30 June 2020), so this letter is early notice about next year's Regional Council rates invoice and when it will be due for payment.

We currently send out this rates pack with your annual rates invoice, in September. The final day to pay this year's rates is 31 January – four months later. But from July 2020, your rates invoice will come in August and be due for payment by 20 September.

Why are we doing this? We're changing the due date to lessen payment pressure on ratepayers over the summer holiday period and the start of the school year. Many ratepayers have asked us to make this change and it will help to spread the Regional Council's cashflow.

What does this mean for you? Your rates for the next financial year (1 July 2020 to 30 June 2021) will be due four months earlier than in previous years. Depending on when you pay your rates, you might pay two invoices in the 2020 calendar year. The final date for payment for this year's 2019-20 rates is by 31 January 2020. Your 2020-21 rates will be due by 20 September 2020.

If you have a direct debit set up for Clean Heat/ Sustainable Homes, this payment arrangement stays the same.

What do you need to do?

Already on a rates direct debit payment plan? If you are already signed up for direct debit, a separate letter about changing your payment options is on its way.

Not on a rates direct debit payment plan? You may like to sign up to a monthly direct debit option to spread both your 2019-20 and 2020-21 payments over the next year, so your account is paid in full by 20 September 2020. The sooner you set this up, the smaller your monthly payments will be. Another option is to set up an annual direct debit payment.

You can check your direct debit monthly payment with our Rates Calculator at hbrc.govt.nz, search: #rates.

The easiest way to set up your direct debit is using our online form. Visit hbrc.govt.nz, search: #rates. We have also included a direct debit form and a free return post envelope in this pack, in case you don't have access to the online form.

We are here to help. If you have any questions, please email our Rates Team at rates@hbrc.govt.nz or phone 06 835 2955.

Yours sincerely



James Palmer
Chief Executive
Hawke's Bay Regional Council