

From: [Allie Dunn](#)
To: [REDACTED]
Subject: Response to request for information re Boundary Supply Kits and Rates
Date: Friday, 21 November 2025 8:06:00 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Kia ora

In reference to your official information request dated 31 October 2025 regarding boundary supply kits and rates.

For your request about the rates paid over the past ten years for water supply, sewage, and stormwater services at 86 and 86A Tyndall Street, Pahiatua: Please check your rates invoices. Each invoice includes a breakdown of charges on the reverse side, showing the amounts for each service.

For the rest of your request, please see the Council's website on water and wastewater service connections:: <https://www.tararua.govt.nz/services/water-and-wastewater/service-connections>

Key points from that page:

District Water and Wastewater Charges: Once a property is connected to Council's water or wastewater system, full rates apply for each connection—even if no dwelling has been built. Properties with metered water are charged based on usage instead.

Service Connections: Only Council-approved contractors may carry out work on the district's water, wastewater, and stormwater networks. Private contractors are not permitted unless prior approval is granted.

The legal authority for charging rates is the Local Government (Rating) Act 2002. If a property is not connected but can be connected, a partial charge applies.

As noted in your email of 31 October 2025, your properties at 86 and 86A Tyndall Street are connected to these services. Rates are therefore charged accordingly..

Ngā mihi



Allie Dunn | Manager Democracy Services | Deputy Electoral Officer

Democracy Services | Tararua District Council

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From: Simone Anthony
Sent: Tuesday, 4 November 2025 8:38 am
To: [REDACTED]
Subject: RE: OIA Request, LGOIMA Request and Formal Complaint

Kia ora [REDACTED]

This email is to acknowledge receipt your formal complaint, and of your request for information regarding boundary supply kits and waters supply.

The Official Information Act (OIA) applies to Central Government agencies, while local authorities such as councils are governed by the Local Government Official Information and Meetings Act (LGOIMA).

We will endeavour to respond to your request as soon as possible and in any event no later than 28 November 2025, being 20 working days after the day your request was received. If we are unable to respond to your request by then, we will notify you of an extension of that timeframe.

As part of our commitment to openness and accountability, we are now proactively publishing copies of requests for information and the responses provided to these requests, on our website. In doing so, we will ensure we comply with the provisions of the Privacy Act 2020 and redact any personal / identifying information from any response published.

If you have any questions about this, please don't hesitate to get in contact with me. Ngā mihi,



Simone Anthony | Democracy Support Officer
Democracy Services | Tararua District Council

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From: [REDACTED]
Sent: Friday, 31 October 2025 3:41 pm
To: Allie Dunn <Allie.Dunn@Tararuadc.govt.nz>
Cc: Info - Tararua District Council <Info@TararuaDC.Govt.NZ>; Scott Gilmore <Scott.Gilmore@Tararuadc.govt.nz>; [REDACTED]
Malcolm Alexander <Malcolm.Alexander@Tararuadc.govt.nz>; info@lgc.govt.nz;
information.centre@lgnz.co.nz; info@ombudsman.parliament.nz
Subject: OIA Request, LGOIMA Request and Formal Complaint

EXTERNAL EMAIL ALERT: Caution advised. This message is from an external sender. Verify the sender's identity and use caution with attachments and links.

Tēnā koutou Local Government Councils,

OIA request:

1. Require the total amount of charges I have paid for all years for all water inlet supply, all sewage outlet supply and all storm water outlet supply for 86A and 86 Tyndall Street, Pahiatua when no accessible boundary supply kit has ever been in place.

LGOIMA request:

2. Require all the information pertaining to the legal requirements for Council to put in an accessible boundary supply kit for property's they currently charge for a water inlet supply, a sewage outlet supply and storm water outlet supply.

Formal Complaint:

3. No accessible boundary supply kit in place even though I have and do pay for supply. Require full reimbursement of all charges and no future ongoing charges or require an install of an accessible boundary supply kit for both properties.

Please provide email confirmation of all of the above being received in three separate confirmations.

Ngā mihi nui,

Kia ora.

[Redacted signature block]

Sent from [Proton Mail](#) for Android.