**NEED SOME HELP?**

**Set-up a direct debit:**
For weekly, fortnightly, monthly or six monthly direct debit, a direct debit can be completed online or to discuss a payment arrangement, email rates@waidc.govt.nz

**Change your postal address:**
All address changes are required to be in writing. Please advise any changes to your details by emailing rates@waidc.govt.nz or write to our Ngaruawahia Office.

**Confirm your water meter information or readings:**
Please visit www.waikatodistrict.govt.nz/watermeters or email waters@waidc.govt.nz

**Undetected water leak relief:**
Water relief can be applied when there is an undetectable leak on a property which has been fixed. You could have your bill discounted by half of the excess*. This would be required in writing with a copy of your plumbers invoice or a statement of what work has been done to fix the leak.

*An undetectable leak does not cover things such as a leaking tap, overflowing cistern, hot water cylinder exhausts or stock troughs.

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Waikato
District Council
Te Kaumatua o Tāke ō Waikato