

Factsheet:

Requesting a Reconsideration and/or Objection to your infrastructure growth charge assessment

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We apply infrastructure growth charges (IGCs) to developments¹ as a contribution towards the capital investment we have made in bulk infrastructure to provide services to either new customers or existing customers who significantly increase their demand on our services.

IGCs are calculated according to the [terms and conditions](#) set out in our Customer Contract. We generate an invoice based on that calculation.

If you disagree with the assessment contained in that invoice, you may request a Reconsideration of that assessment and/or object to it.

Requesting a Reconsideration

You can request a Reconsideration of your assessment if you think that we have:

- incorrectly calculated, assessed, or applied the terms and conditions to your development; and/or
- relied on, recorded, or used information that was incomplete or contained errors when assessing the contribution required against the IGC terms and conditions.

Reconsiderations must be requested within 10 working days of the date on which we notified you (in the form of an invoice) of your IGC assessment.

You cannot request a Reconsideration of an assessment if you have already lodged an Objection against that same assessment. However, you can still object to your assessment, even if we have reconsidered your assessment at your request and you do not accept the result.

See the [Request for Reconsideration Form](#) and the [terms and conditions](#).

Considering a Reconsideration

Your request will be considered by our Reconsideration Panel, in accordance with the terms and conditions.

The Reconsideration Panel will notify you in writing of its decision within 15 working days of receiving all required relevant information relating to your request. The Reconsideration Panel will either confirm, vary or cancel the assessment.

Costs

We will not charge for our costs in reconsidering an assessment; however, you are responsible for covering your costs.

Requesting an Objection

You can object to your assessment if you think that we have:

- failed to properly take into account features of your development that, on their own or cumulatively with those of other developments, would substantially reduce the impact of development on growth;
- required an IGC where a development contribution has already been charged for water or wastewater services for your development;
- incorrectly calculated, assessed or applied the terms and conditions to your development;
- relied on, recorded, or used information that was incomplete or contained errors when assessing the contribution required against the IGC terms and conditions; and/or
- failed to reach the correct decision on a Reconsideration.

See the [Objection Form](#) and the [terms and conditions](#) here.

Considering an Objection

An Objection is a formal process run by one or more independent IGC Commissioners. The IGC Commissioners are appointed by Watercare and must act in accordance with the [Charter for Commissioners](#). The IGC Commissioners receive secretarial support from Watercare in processing Objections.

Objections must be received within 15 working days of the date on which we notify you of your assessment (in the form of an invoice), or, if you have requested a reconsideration, within 15 working days of the date on which we notify you of the outcome of that Reconsideration.

The IGC Commissioners' decision on your Objection must be provided to you no more than 15 working days after the end of the hearing, or if there is no hearing, after their consideration of the evidence. If you are unhappy with the decision of the IGC Commissioners, you can lodge a complaint with the Ombudsman.

Costs

You will need to meet the costs of the IGC Commissioners, and secretarial and administrative support provided to the Commissioners, associated with your Objection (in addition to any costs that you may incur). We may, at our absolute discretion, choose to waive or remit the whole or any part of those costs, and (as a general rule) will waive costs where the Objection is upheld. IGC Commissioner costs are calculated at a flat rate of \$150 per hour, and secretarial and administrative support costs at a flat rate of \$50 per hour.

¹ For the definition of developments, see clause 2.1 of the IGC terms and conditions.