Open Briefing: Demonstration of new payment channel for rates payable

17 April 2026 – 9.45am

Attendees

Elected Members: Mayor Fauono Laban, Cr Barratt, Deputy Mayor Brown, Cr Dyer, Cr Edwards, Cr Lewis, Cr Mitchell, Cr Parkin, Cr Puketapu (from 10.01am), Cr Ravi, Cr Shaw, Cr Stallinger, B Spedding (via visual-audio link).

Staff: J Miller, Chief Executive; J Livschitz, Group Chief Financial Officer; A Blackshaw, Director Neighbourhoods and Communities; J Kingsbury, Director Economy and Development; C Ellis, Head of CE Office; A Moor, Head of Connected Communities; A Nelson, Head of Parks and Reserves; A Andrews, Finance Transaction Service Manager; S Sandhu, Asset Manager – Sportsgrounds; J Young, Democracy Advisor

Apologies

Cr Tonga-Grant

Cr Yung was not in attendance

Presenters

A Andrews, Finnane Transaction Service Manager; E Capel, Payble; and E Tucker, Payble.

Key Objectives of the Briefing

The briefing introduces the Payble platform rollout, showing how it modernises rate payments by enhancing flexibility, transparency, automation, and self-service. It aims to improve ratepayer experience, reduce administrative work, and promote better community payment outcomes.

Introduction

The presentation provided an overview of the Payable system and its key features. Members were advised that ratepayers could access the platform via a QR code on rates notices or through Council's website, enabling simpler, more flexible payment options. The system would support one-off payments, direct debits, and weekly, fortnightly, or monthly instalments, with payments available by credit card, debit card, or bank transfer.

Members were also advised that the platform would offer seven-day banking, real-time account balances, personalised payment schedules, SMS and email notifications, and the ability to skip payments with automatic recalculation of remaining instalments. The platform aimed to improve transparency and give ratepayers greater control over their rates payments, with no additional user fees.

Presentation by A Andrews, Finance Transaction Service Manager

Slide 1 (Header)

Slide 2 – Why are we doing this

Slide 3 – An easier and more flexible way to pay your rates

Slide 4 – **Click below to view the video**

Slide 5 – What this means for ratepayers

Slide 6 – Projected Community Benefits: Case study

Slide 7 – Measuring Customer Sentiment Drives Optimisation and Success

Slide 8 – Customer FAQs

Questions and discussion points

- The Chief Executive noted that the Payable system would allow residents to align rate payments with their income schedules, such as weekly or fortnightly pay cycles, helping with household budgeting amid rising living costs and financial pressure. She also advised that Council staff would assist residents in signing up for and using the new system at Council facilities.
- Regarding the “skip payment” feature, the Finance Transition Service Manager advised that ratepayers could skip up to two payments, with the system automatically recalculating the remaining payments to ensure rates were paid by the end of the rating year. She further advised that after two skipped payments, the arrangement would end and penalties would apply. Users would be clearly informed when penalties applied.
- Regarding the cost of implementing the Payable system, the Finance Transition Service Manager advised that she would provide the information later. The Group Chief Financial Officer noted that a business case had been completed and that the investment was expected to pay for itself within approximately two and a half years through operational efficiencies and reduced administrative demand. Members also discussed the importance of encouraging residents to adopt digital communications and online payment methods.
- The Group Chief Finance Officer advised that a $500 quarterly incentive on rates bills would be introduced to encourage uptake of the new payment platform.

- The Finance Transition Service Manager advised that Taiki Wai had also begun working with Payble and that discussions were underway with Taiki Wai and other councils in the Wellington region. The Chief Executive noted that Hutt City Council was leading implementation in the region, while other councils were progressing at different stages depending on competing priorities.
- Regarding whether customer information collected through the Payable platform could support broader Council communications and marketing preferences, the Chief Executive advised that further work was required to improve CRM integration and related systems before additional communication functionality could be implemented.
- Regarding whether the platform could provide greater transparency about rates spending and related educational information, the Finance Transition Service Manager advised that additional functionality may exist within the Council's rates calculator product, although it was not currently utilised in that way. She further advised that feedback would be provided to the Payable team for consideration.
- Regarding whether the app would display the same detailed information as paper rates notices, including regional council breakdowns, the Finance Transition Service Manager advised that the platform currently displayed only the total amount owing and did not provide a detailed breakdown of rates components.
- Regarding face-to-face testing and future single sign-on capability, the Finance Transition Service Manager advised that testing had primarily been conducted internally with the rates, customer services, and IT teams. She further advised that additional information on single sign-on functionality would be sought from the Payble and IT teams and reported back later.

Next steps

- Public information about the Payble platform would be available on Council's website from 1 May 2026.
- The Finance Transition Service Manager committed to providing further information regarding implementation costs.
- The Finance Transition Service Manager undertook to seek further information on future single sign-on functionality and to report back.

Briefing materials

Attachment 1 – Presentation: OPEN 9.45am Demonstration on the new payment channel for rates - Briefing - 170426.pdf

The briefing closed at 10.06am