

**From:** Information Management Team  
**Sent:** Friday, 3 March 2023 11:17 am  
**To:** [REDACTED]  
**Subject:** LGOIMA request for information - LGOIMA2022-0075 -

Morena Helen

Thank you for your correspondence of 1 March 2023. You have asked how many lifetime dog tags have had to be replaced due to damage.

The One Tag lifetime dog tag was introduced in 2021 and since then about 10,900 tags have been issued. Hutt City Council does not maintain an accurate record of the tags that have required replacement due to damage however we estimate the number to be less than 20. It is very rare for the tags to require replacement.

If the owner can provide Hutt City Council with evidence that the tag has a flaw (for example, the little hole wears out due to product failure) we will replace the tag for free. This evidence can be by photograph or by returning the broken tag to the council. In other instances, we provide a replacement tag at a cost of \$12.50.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this letter may be published on the Council's website.

Ngā mihi

**Susan Sales**

Ringa Āwhina Tāhūhū ki Te Koromatua | Senior Advisor

Te Kaunihera o Te Awa Kairangi | Hutt City Council, [30 Laings Road](#), Private Bag 31912, Lower Hutt 5040, New Zealand  
Paetukutuku: [www.huttcity.govt.nz](http://www.huttcity.govt.nz)

**From:** Jotform <noreply@jotform.com>  
**Sent:** Wednesday, 1 March 2023 11:41 am  
**To:** WebServices <web@huttcity.govt.nz>; Information Management Team <informationmanagementteam@huttcity.govt.nz>  
**Subject:** [EXTERNAL] Re: LGOIMA request for information - LGOIMA2022-0075 -



## LGOIMA request for information

Submission Timestamp 1 Mar, 2023 at 11:41:25

Request ID LGOIMA2022-0075

Name Helen Hughes

Contact Number s7(2)(a)

Preferred method of response: Email

Email s7(2)(a)

Hallo

Can you please tell me how many lifetime dog tags have to be replaced due to damage to date. Thanks

Is your request urgent? Yes

Reason for urgency s7(2)(a)

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You can [view all your submissions](#) easily.