

From: Information Management Team
Sent: Wednesday, 11 January 2023 11:19 am
To: fyi-request-21282-d503b093@requests.fyi.org.nz
Subject: Official Information request - Credit card surcharges on rates payments

Morena Max

Thank you for your request of 28 November 2022, for official information relating to the credit card surcharge made for rates payments with Hutt City Council.

Information about the amount of the surcharge is available on Hutt City Council's public website. I refer you to the following link:
https://hccpublicdocs.azurewebsites.net/api/download/fc39961f534d41c5a38606983a24989b/_extinfo/700dc26d6913cc03413682457eba3f4f837c

All other correspondence that the Council has received from or sent to ratepayers since 2020/21 financial year, about this subject, is attached. Please note that some information has been withheld from this material under section 7(2)(a) of the Local Government Official Information and Meetings Act (LGOIMA) 1987, to protect the privacy of the individual involved.

You have asked for all internal communications about the level of this surcharge. This material will soon be available on our public website as part of a proactively-released response to another LGOIMA request.

Information that is currently, or soon to be, publicly available is not being provided to you in this response as the provisions of 17(d) of the LGOIMA apply.

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 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

-----Original Message-----

From: Max Shierlaw <fyi-request-21282-d503b093@requests.fyi.org.nz>
Sent: Monday, 28 November 2022 3:40 pm
To: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Subject: [EXTERNAL] Official Information request - Credit card surcharges on rates payments

Dear Hutt City Council,

Please advise:

1. The amount of credit card surcharges imposed on rates payments by the Hutt City Council, or by any financial institution acting on behalf of the Hutt City Council, for the financial years 2020/21 and 2021/22.
2. All correspondence received from and sent to ratepayers during these two years about the level of credit charges surcharges imposed on rates payments (names and addresses of correspondents can be deleted for privacy purposes).
3. All internal communication about the level of credit card surcharges imposed on rates payments.

Yours faithfully,

Max Shierlaw

This is an Official Information request made via the FYI website.

Please use this email address for all replies to this request:
fyi-request-21282-d503b093@requests.fyi.org.nz

Is informationmanagementteam@huttcity.govt.nz the wrong address for Official Information requests to Hutt City Council? If so, please contact us using this form:
https://fyi.org.nz/change_request/new?body=hutt_city_council

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:
<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

From: [REDACTED] s7(2)(a)
Sent: Thursday, 10 November 2022 9:42 pm
To: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Subject: [EXTERNAL] Re: Westpac fee when using online payment portal

Good Evening,

Thank you for the response.

Follow up requests:

1. All emails related to my original request sent or received by Hutt City Council.
2. Council's plan to communicate the error to rate payers and how the refunds will be processed

Regards,

From: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Sent: Tuesday, November 8, 2022 17:10
To: [REDACTED] s7(2)(a)
Subject: Westpac fee when using online payment portal

Kia ora [REDACTED] s7(2)(a)

Please find attached Hutt City Council's response to your information request of 13 October 2022.

Regards, Susan

Ngâ 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

From: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Sent: Monday, 17 October 2022 12:48 pm
To: Susan Sales <Susan.Sales@huttcity.govt.nz>
Subject: FW: [EXTERNAL] Westpac fee when using online payment portal

From: ContactHCC <contact@huttcity.govt.nz>
Sent: Friday, 14 October 2022 4:44 pm
To: Information Management Team <informationmanagementteam@huttcity.govt.nz>
Subject: FW: [EXTERNAL] Westpac fee when using online payment portal

From: [REDACTED] s7(2)(a)
Sent: Thursday, 13 October 2022 4:29 PM
To: ContactHCC <contact@huttcity.govt.nz>
Subject: [EXTERNAL] Westpac fee when using online payment portal

Hi

I've noticed that both Hutt City Council and Porirua City Council both use the payments online portal for handling online payments. Both Councils also include a Westpac fee when using the online portal. Porirua City Council have an additional charge of 1.9%, while Hutt City Council is 2.1% (attached below are images from each councils payment page).

My questions are:

1. Why are Hutt City rate payers paying a higher fee than Porirua rate payers?
2. Has the council attempted to negotiate a lower fee with Westpac? If yes, I would like to request a copy of communication between the council and Westpac about this. If no, then why not?
3. Has anyone raised the Westpac fee as a complaint with the council before? If yes, how many complaints and what dates were they raised.

Regards

[REDACTED] s7(2)(a)

Release under the Official Information and Meetings Act

poriruacity



Credit card payment

This service is provided by our bank, Westpac New Zealand Limited, in agreement with Porirua City Council. You do not have to be a Westpac customer to use this service.

Payment can be made with Visa or MasterCard credit cards.



Important

A **convenience fee** of 1.90% per transaction is applied by Westpac New Zealand Limited to transactions processed through this site. This fee appears as a separate transaction on your credit card statement and is referred to as "Westpac Convenience Fee". You should check with your card issuer for details about other fees or charges that may also apply, as this credit card transaction is carried out in terms of the arrangement between you and your card issuer.

If payment is made using a credit card issued outside New Zealand, any currency conversion will be done according to the terms and conditions of the card - there may be currency conversion fees charged by your card issuer.

Transactions made after 10:30PM New Zealand time will be processed by Porirua City Council on the following business day.

[Return to Porirua City Home Page](#)

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HUTT CITY
TE AWA KAIRANGI



Credit card payment

This service is provided by our bank, Westpac New Zealand Limited, in agreement with Hutt City Council. You do not have to be a Westpac customer to use this service.

Payment can be made with Visa or MasterCard credit cards.



Important

A **convenience fee** of 2.1% per transaction is applied by Westpac New Zealand Limited to transactions processed through this site. A minimum convenience fee of \$3.50 applies to transactions that fall below this threshold. Hutt City Council does not receive any part of this fee. This fee appears as a separate transaction on your credit card statement and is referred to as "Westpac Convenience Fee". You should check with your card issuer for details about other fees or charges that may also apply, as this credit card transaction is carried out in terms of the arrangement between you and your card issuer.

If payment is made using a credit card issued outside New Zealand, any currency conversion will be done according to the terms and conditions of the card - there may be currency conversion fees charged by your card issuer.

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