

8 November 2022

Shaun McKenzie

7(2)(a)

Tēnā koe Shaun

Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987

Thank you for your information request dated 13 October 2022, regarding the Westpac fee charged when using Hutt City Council's online portal.

Hutt City Council is a signatory to the All-of-Government banking services agreement that the Ministry of Business, Innovation and Employment (MBIE) negotiates on our behalf. As such, all fees should be consistent for all parties under that agreement.

You have advised that Porirua City Council has a charge of 1.9%, while Hutt City Council charges 2.1%. Westpac has identified that this is a billing error and has established a team to investigate and fix the issue. We expect the Hutt City Council fee to be reduced to 1.9% in the coming weeks to align with that of Porirua City Council and other members of the All-of-Government banking services agreements.

To our knowledge, we have had no prior complaints in relation to the fees being charged by Westpac for Hutt City Council transactions compared to other Council charges. Westpac has advised us that the largest amount overcharged in the last 12 months for a single transaction has been approximately \$1.36.

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.

Nāku noa, nā



Susan Sales

Senior Advisor, Official Information and Privacy