



3 December 2019

**Response to official information request for money owed to ratepayers**

I refer to your request for official information received 18 November 2019 relating to money owed to ratepayers by Porirua City Council as the result of overpayments or overcharging. We have processed your request under the Local Government Official Information and Meetings Act (LGOIMA) 1987.

The questions you specified have been included as numbered headings in bold below, with our response following each heading.

**1. Gross amount of money owed to ratepayers by PCC as a result of overpayment or overcharging overall**

- PCC has \$482k of credit balances in the debtors ledgers as at 31 October 2019. This could include deposits, bonds and prepayments for services.

**2. The above amount broken down into aging**

- Below is a table with the aging of credit balances allocated as requested. It is not possible in our system to age prepayments on Rates accounts (\$50k).

0-3 months	3-6 months	6-12 months	1-2 years	2-5 years	5-10 years	10 years+
\$179k	\$71k	\$57k	\$79k	\$34k	\$10k	\$2k

**3. Specifically split out rates overpayments**

- There is \$50k of credit balances in the rates ledger as at 31 October 2019. These amounts do not relate to overcharging ratepayers. They result from ratepayers choosing to pay in advance.

**4. Average amount owed for overpayments and overcharging**

- PCC is not aware of any credit balances related to overcharging. Credit balances arise for a number of reasons, including deposits, bonds and ratepayers paying in advance for rates and other services.

If you wish to discuss this decision with us, please feel free to contact Roy Baker.

Ngā mihi

Wendy Walker  
Chief Executive  
Kaiwhakahaere Matua