



Got a question about your water bill?

Selwyn Water is your water services organisation, responsible for delivering drinking water and wastewater services across the district.

From 1 July 2026, Selwyn Water began billing customers directly for drinking water and wastewater services. These are the same services you previously paid for through Selwyn District Council, either through your rates and/or a separate 6-monthly water usage invoice.

Here are some of the most common questions we receive.

Why does my water bill look higher than when I used to get it from the Council?

Before 1 July, most customers paid for water services in two different ways. Fixed drinking water and wastewater charges were included in Council rates, while metered customers also received separate water usage invoices.

With the transition to Selwyn Water, these charges have been combined onto a single bill. Fixed charges have been removed from rates and now appear as daily charges on your Selwyn Water bill, alongside any metered water usage charges.

These are not new charges. Because the Selwyn Water bill includes both fixed charges and any water usage charges, comparing it with a previous Council water usage invoice is not a like-for-like comparison.

Presenting all water and wastewater charges on one bill provides greater transparency and helps customers clearly see what they are paying for and the cost of delivering these services.

Did my Council rates decrease?

Drinking water supply and wastewater fixed charges that were previously included in your rates have been removed and are now billed directly by Selwyn Water. This means your rates reduced to reflect the removal of those charges.

However, both Council rates and water charges increased from 1 July 2026, so your overall rates bill may not have reduced by the same amount as the charges that were removed.

Did my direct debit or automatic payment transfer for my water usage invoice?

No. If you had a direct debit set up for a separate water usage invoice from Selwyn District Council, it did not transfer to Selwyn Water.

If you haven't already, you'll need to set up a new direct debit with Selwyn Water. If you pay by automatic payment or internet banking, please check your payments are being made to Selwyn Water using the correct bank account details.

What am I billed for?

What you pay for depends on your property and the services available or connected to it. Your bill may include:

- Fixed drinking water and wastewater charges
- Metered water usage
- Restricted water units
- Serviceability charges

Find out more about fees and charges on our website.

How often will I get a bill?

- **Metered properties:** You'll receive a bill after each meter reading, approximately every 90 days. Meter readings are taken on a rolling schedule across the district, so customers receive bills at different times. Find your meter reading schedule at selwynwater.co.nz/readyourbill.
- **Non-metered properties:** You'll be billed in the first month of each quarter: July, October, January and April.

Why is my bill for more or less than 90 days?

Meter readings are taken on a rolling schedule across the district, so the number of days between readings can vary slightly. Charges are calculated based on the actual number of days in the billing period and the amount of water used.

Need help?

Whether you want to manage your account online or speak with someone, we're here to help. Use the MyWater customer portal to view your balance, make payments and access useful forms, or contact our dedicated customer services team.

Visit: selwynwater.co.nz

Call: 0800 735 H2O (426)

Email: hello@selwynwater.co.nz

More FAQs at selwynwater.co.nz/payyourbill

Got a water outage?

Lost water unexpectedly? Check our online outage map for the latest updates and estimated restoration times.

Visit: selwynwater.co.nz/outages