

How to set up or amend an existing Direct Debit

1. To set up a new direct debit or to make an alteration to an existing direct debit head to our website:
<https://www.orc.govt.nz/rates/rates-forms>

The screenshot shows the Otago Regional Council website. The header includes the council logo and navigation links: 'Our Council, Our Region', 'Managing our Environment', 'Rates', 'Consents and Compliance', 'Plans, Policies, Reports', 'News and Events', and 'Public Transport'. A search bar is located in the top right corner. Below the header, the breadcrumb trail reads 'You are here : Home : Rates : Rates Forms'. The main heading is 'Rates' with a sub-heading 'Get it done online'. A text block states: 'You can fill in an online form or, if you prefer, download and print the relevant form and send it to us.' Three tiles are displayed: 'Set up a direct debit', 'Cancel a direct debit', and 'Email my rates'. The 'Set up a direct debit' tile contains the text: 'Set up it up by 30 September and you'll never miss a payment deadline with us again avoiding late payment penalties too. Get it done online using Property Search »'.

2. Select the 'Set up a Direct Debit' tile.

This is a close-up of the 'Set up a direct debit' tile. It features the heading 'Set up a direct debit' and the text: 'Set up it up by 30 September and you'll never miss a payment deadline with us again avoiding late payment penalties too. Get it done online using Property Search »'.

3. From there, you'll be directed to our property search screen.
(You can search with your address, assessment number or valuation number)

The screenshot shows the 'Property Search' screen on the Otago Regional Council website. The breadcrumb trail reads 'You are here : Home : Rates : Property Search'. The main heading is 'Search for property rates here'. A 'Please note' states: 'The "current rates" shown on this page are for rates levied for the period 1 July 2021 to 30 June 2022.' Below this, there are three search criteria: 'Address', 'Assessment no.', and 'Valuation no.'. The 'Address' field is a dropdown menu with 'Please select' as the current selection. Below it is the 'Street Number' field with the example 'eg. 126'. The 'Street Name' field is a dropdown menu with 'Enter your street name' as the current selection. At the bottom, there are 'Clear' and 'Search' buttons. A 'Disclaimer' section at the bottom states: 'This rating information is provided under section 27 of the Local Government (Rating) Act 2002. The information provided on this site is for rating purposes only. While the Otago Regional Council makes every effort to ensure that the information provided is correct, Council takes no responsibility for incorrect or misused information.'

4. Enter either your property address, assessment number or valuation number

[Address](#) [Assessment no.](#) [Valuation no.](#)

District *

Please select

Street Number

eg. 126

Street Name *

Enter your street name

Clear Search

Address [Assessment no.](#) [Valuation no.](#)

eg. 12345

Search

Address [Assessment no.](#) [Valuation no.](#)

eg. 12345/12345

Search

5. Select 'Search'

You are here : [Home](#) : [Rates](#) : [Property Search](#) : Property Details

Rates

- [About ORC rates »](#)
- [Rates Calculator »](#)
- [Pay it »](#)
- [Rates FAQs »](#)
- [Rates Forms »](#)
- [Email my rates »](#)
- [Rates Rebate »](#)
- [Solicitor Portal »](#)

Summary

Property:

9 Showgate Crescent,
Dunedin City

Capital value:

\$740,000

Land area:

.0955 ha

Current rates:

\$431.19
(1 Jul 21 - 30 Jun 22)

Rates forms

Select the form you'd like to complete online.

- **Set up a direct debit** - Never miss a payment deadline with us again and avoid late payment penalties
- **Cancel a direct debit** - Need to cancel your direct debit with us?
- **Email my rates** - Get your rates invoice sent to your inbox rather than your mailbox
- **Penalty waiver request** - Apply to have a rates penalty removed
- **Refund request** - Overpaid or accidentally paid us?
- **Suppress your name and postal address** - Want your name and/or postal address kept off the Rating Information Database?
- **Deceased estate** - Our sincere condolences, let us know so we can make a note against the property

6. Select 'Set up a direct debit' form from the listed forms. (It will pre-populate your property details)

Direct Debit Authorisation

Set up direct debit payment by 30 September to automatically pay your rates each year. There are two options: pay in full on the due date of 31 October or the tri-annual option of paying in three equal payments.

A 10% penalty will apply to the full amount of unpaid rates if a direct debit payment is dishonoured.

The digital form can be completed below or if you require a printable version it can be downloaded. [Manual Direct Debit Form](#).

If you wish to set up more than one property on the same direct debit, please attach a file with the property details to this form, or get in touch with our rates team Rates.Queries@orc.govt.nz

Assessment Number *

132662

Valuation Number *

27841/08030

Property Address *

9 Showgate Crescent, Dunedin City

7. Complete the remainder of the Direct Debit form with the required details

Request Type *

- New direct debit request
- Change of direct debit details

Name *

Contact Phone Number *

Email Address *

Payment Frequency *

To be eligible for the tri-annual option, you must have paid any balance owing from previous years before submitting a direct debit authority form. Rates penalties will not apply to current year rates using this option. Your annual rates assessment notice details the date each direct debit will be processed.

- Annual - This is the last business day in October each year.
- Tri-Annual - This will be the last business day in October, February and June.

Name Of Account To Be Debited *

Name of Account Holder

Account Details *

| | | | |
|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|

Bank Branch Account Suffix

Bank Name *

Branch Name *

Branch Address

Payer Particulars (max 12 characters) *

Information shown on your bank statement - Organisation

e.g. ORC Rates

Payer Code (max 12 characters) *

Information shown on your bank statement - Assessment Number

e.g. 188221

Payer Reference (max 12 characters) *

Information shown on your bank statement - Property address

e.g. 999 High St

Bank Deposit Slip

No file chosen

Additional Property Details

Please provide the following additional property details: Assessment Number, Valuation Number and Property Address

No file chosen

Authorisation *

Declaration

Authorisation Code : 0212092

I/We authorise you until further notice in writing to debit my/our account with you with all amounts which Otago Regional Council (hereinafter referred to as the Initiator) the registered initiator of the above Authorisation Code, may initiate by Direct Debit.

I/We acknowledge and accept that the Bank accepts this authority only upon the conditions listed in the Terms & Conditions available [here](#).

I confirm that I have read and accept the declaration above


Full Name

Current Date

13/09/2021

reCAPTCHA *

I'm not a robot



reCAPTCHA
Privacy - Terms

8. Once the form is completed select 'Submit'
9. You will receive a confirmation email of the submitted form for your record.
10. We will let you know in writing when the direct debit has been set up.

Please Note:

- A. In order to ensure that your direct debit is set up for this rating year, this needs to be submitted no later than close of business 30th September 2021.
- B. Once your direct debit is in place, you will still receive an account every year, stating that there is a direct debit on your account and no manual payment is required.
- C. If you sell your property, purchase a new one, or need to make changes to your direct debit, you will need to complete a new direct debit as we are unable to transfer or amend the direct debit.
- D. Please note if there are arrears on your account these need to be paid before completing the direct debit form.