

13 June 2014

Martyn Smith
FYI.org.nz

By email to: fyi-request-1696-81298398@requests.fyi.org.nz

Dear Mr Smith

Official Information Request Response

Thank you for your information request, received on 16 May 2014 by the Issues Resolution Office, requesting information about the correcting of addresses for rates invoices. I have been asked to help with your request.

Specifically, you asked:

“We're aware that the council has been unable to change some rates invoice addresses since at least November last year, please provide information on:

- **How long this issue has occurred**
- **How many people or properties are affected as appropriate**
- **Whether the issue is with council-maintained or third-party systems**
- **Whether there is project in progress to fix this issue**
- **If so, when the fix is expected to be in place**
- **Has the council written or received any reports about this issue? If so, please provide copies.”**

In response to the questions asked, I can advise you of the following:

There is one property in Wellington that is affected, in that the rating system shows the wrong ratepayer names. It has been an issue for about 6 months, but it is only recently that we have been able to understand why there is a problem. Initially we thought it would be fixed by reprocessing the updates.

The problem relates to a 3rd party system and the vendor has been asked for assistance. They have provided information to the Council and the Council is processing some records in a test environment, so we can give feedback to the vendor, and the problem can be corrected. While waiting for the vendor to provide a solution, we have flagged the record so no mail will be sent to the wrong customers. The flag means any mail will go to the Team Leader for the Rates Team and she will make sure it is mailed to the correct customer.

As the issue is only for one property and there is a work-around, there is not a formal project to fix it. However, we are making progress and testing is taking place, then we will report back to the vendor. We have also flagged the rates record so no member

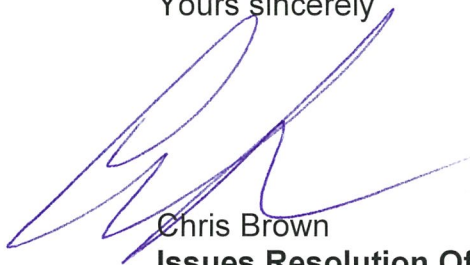


of the public can find out customer information from our Service Centre. We feel it is better to withhold the information rather than provide wrong information.

The system is due for replacement and alternative systems are currently being evaluated. We cannot give a date for fixing the record in the current system. If the cost is too great, we may continue to manually send this one account until the system is replaced, but at this stage we are optimistic that the problem will be fixed shortly.

If you have any further questions, please contact me directly.

Yours sincerely



Chris Brown

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