



26 November 2025

Tēnā koe

### **Official Information Act request**

Thank you for your email of 30 October 2025, requesting information about hardship payments for water costs in Auckland, Kapiti and nationwide.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Please find the information requested in the attached **Appendix** containing a table with the amount granted for water tank refill and water assistance from 1 January 2024 to 30 September 2025 by month, need type, assistance type and Territorial Local Authorities.

Please note, the Ministry is unable to report on water bills, water levies and metering bills separately as this is included in water assistance.

The Ministry provides recoverable Advance Payments of Benefit (Advances) and Recoverable Assistance Payments (RAPs) to eligible clients needing assistance with outstanding water bills, and the cost of reconnecting water supplies. As with other types of hardship assistance other ways of meeting the costs should be investigated before an application is granted. More information is available here: [www.workandincome.govt.nz/map/income-support/extra-help/recoverable-assistance-payment/electricity-gas-or-water-01.html](http://www.workandincome.govt.nz/map/income-support/extra-help/recoverable-assistance-payment/electricity-gas-or-water-01.html).

The Ministry also provides Special Needs Grants (SNGs) to eligible clients needing assistance with the cost of delivery and refill of a water tank, if they cannot meet the cost from any other resources. SNGs for water tank refills are non-recoverable. More information is available here: [www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/water-tank-refill-01.html](http://www.workandincome.govt.nz/map/income-support/extra-help/special-needs-grant/water-tank-refill-01.html).

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

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A handwritten signature in black ink, appearing to read 'Anna Graham', written over the 'pp.' text.

Anna Graham  
**General Manager**  
**Ministerial and Executive Services**