



# New way to pay your dog online...



You are able to register dogs and pay for your registrations online at: <http://onlineservices.cluthadc.govt.nz>

You can also pay your Clutha District Council invoice, rates, infringement fine and

water bill by Real Time Debit (BNZ and Westpac only/no charge) or by Credit Card (2% surcharge applies). If you bank with BNZ or Westpac you can pay us online using Real Time Debit (RTD).

RTD is a new way for ratepayers and residents to pay and allows a direct connection to your bank. You can make a payment using your own funds straight from your own bank account, so there is no additional cost. When you pay this way online, the money is taken out of your account and goes directly to Council's account without any delay. Other banks will follow in the coming months. RTD is securely hosted by Datacom. Datacom do not have access to your internet banking or password details.

You are safely redirected through to your own bank's online environment. As more banks come on board with the RTD payment then more people will have the convenience of paying this way. Phone us on 0800 801 350 if you require assistance with an online payment.

**PLEASE NOTE: If you pay with internet banking you will still need to return your dog's registration form to Council. Your dog is NOT registered till this form has been completed and returned to Council.**

## fees...

To maintain the current level of service Council has adopted the following registration fees:

- **A rural working dog will cost \$40**
- **A rural non-working dog will cost \$50**
- **An urban dog will cost \$70**
- **An 'urban responsible dog owner' dog will cost \$50** (conditions apply)

### **Responsible dog owners**

You can apply to become a responsible dog owner and pay a discounted rate to register your dog, however there is a one-off application fee of \$20.

Dog fees are split in the most equitable way, as well as trying to reflect the areas in which most of our response work is carried out.

### **Working dogs**

We are required under the Dog Control Act to keep a record of working dogs in our district. Under the Dog Control Act a working dog is classified as "a dog kept solely or principally for the purpose of working stock". Dogs kept for hunting or pest control only are not classified as working dogs.

If you are unsure whether your dog fits the category, please contact us for advice. Please note that if you don't identify your working dogs, the default identification will be non-working. We are checking any working dogs if we suspect they do not fit the above classification.

# MICROCHIPPING - it's important!



Microchipping is a permanent way of identifying a dog. Wearing a microchip means a dog can be linked back to its owner if it's lost or stolen. Micro-chips are the size of a grain of rice and are implanted into a

dog's back, between its shoulder blades by a qualified person.

The following dogs **MUST BE** micro-chipped:

1. ALL new dogs.
2. ALL dogs that are classified as dangerous or

- menacing.
  3. ANY unregistered dog that has been impounded.
  4. ANY registered dog that is impounded for a second time.
- You can arrange for your dog to be micro-chipped at your local

vet or by phoning 0800 801 350 to make an appointment with one of our Animal Control Officers at service centres in Balclutha, Milton, Owaka, Tapanui or Lawrence.

## Online portal...

Our online portal can be used anonymously for registration renewal payments, to view impounded dogs, and apply to own more than two dogs in an urban area.

In the online portal you will be able to see all the details Council currently has about your dog. You will also be able to update their details,

including transfer of ownership.

If you've ever lost a dog tag or disc, you can request a replacement here too.

To register for an authenticated profile, visit <http://onlineservices.cluthadc.govt.nz>

Once you have an authenticated profile, it will include a dog management tab.

*Here is a step-by-step guide to how it works.*

1. If you are just renewing and no changes please click on dog registration payment (renewal)
2. First time user, you need to click on new user register – **you do not put in a registration code.**
3. Then you will be asked for your email address, password, and to confirm your password.
4. An email will be sent to verify your password and email address.
5. Follow the instructions in the confirmation email.
6. Please remember that it can take up to two days for you to receive a confirmation email.

7. **▼ Dog Management**

Click on the **black box** to add your dogs.



**Remember you can contact us on 0800 801 350 during office hours if you have any questions.**