

# Fees or levy waiver or refund policy

## Purpose

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1. Under the Plumbers, Gasfitters, and Drainlayers (Fees, and Disciplinary and Prosecution Levy) Notice 2021 (**notice**) (available at [https://www.pgdb.co.nz/resources/legislation\\_and\\_policies/](https://www.pgdb.co.nz/resources/legislation_and_policies/)), the Plumbers, Gasfitters and Drainlayers Board (**Board**) can waive or refund any fee or levy payable under the notice in whole or in part. This policy sets out the Board's approach to granting such waivers or refunds.

## Guiding principles

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2. The Board may grant a waiver or refund where it considers payment of the fee or levy would result in real and significant financial hardship or unfairness for the person making the application.
3. The Board exercises its discretion to grant a waiver or refund having regard to:
  - the purposes and requirements of the Act
  - the self-funding nature of regulation of the industry
  - the individual circumstances of the person applying for the waiver or refund
  - the need to be fair and reasonable.

## Board delegation to Registrar

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4. The Board has delegated its power to grant a waiver or refund to the Registrar.

## Applying for a waiver or refund

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5. An application for a waiver or refund (**application**) must be made to the Registrar in writing, and can be posted, emailed or hand delivered.
6. An application must:
  - identify the fee or levy the person is seeking to have waived or refunded
  - state whether the person is applying for a waiver or refund
  - state whether the application is for a full waiver or refund, or partial waiver or refund and, if partial, for how much
  - give reasons why the person is seeking a waiver or refund
  - state why the person would suffer financial hardship or unfairness if the waiver or refund is not granted
  - be accompanied by any evidence supporting the applicant's reasons for seeking the waiver or refund (eg, proof of financial position, medical information, evidence of support sought from other agencies, eg, WINZ).

7. All applications are acknowledged upon receipt.
8. The Registrar may ask for any further information or evidence they require to determine an application. A decision on an application is only made when all required information and evidence has been provided.

## Considerations when granting applications

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9. In deciding whether to grant a waiver or refund, the Registrar considers such things as:
  - the reasons for the application
  - the financial hardship or unfairness the person would suffer if the application is not granted
  - the amount of the waiver or refund sought
  - the individual circumstances of the applicant
  - the costs the Board has incurred in granting the application to which the fee or levy relates (eg, the registration or licensing application)
  - any costs for the Board from granting the waiver or refund
  - the self-funding nature of industry regulation
  - overall fairness and reasonableness.

## Deciding applications

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10. Having considered an application, the Registrar may:
  - grant a waiver in full
  - grant a waiver in part
  - decline a waiver
  - grant a refund in full
  - grant a refund in part
  - decline a refund.
11. Any decision to grant or decline an application is limited to the circumstances of that application and does not create a binding precedent for other applications.
12. People are advised of the decision on their application in writing.

## Processing waiver applications accompanying other applications

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13. Where a person applies for a waiver of a fee or levy at the same time they apply for the service the fee relates to (eg registration, licence), the application for the waiver will be considered first. Only once the application for the waiver has been decided will the application for the service be considered. Where the application for a waiver is declined in full or in part, the person must pay the fee or any required portion of the fee before their application for the service will be processed.

### Version management

Date	Details
May 2023	Approved by Chief Executive
May 2026	Next review date