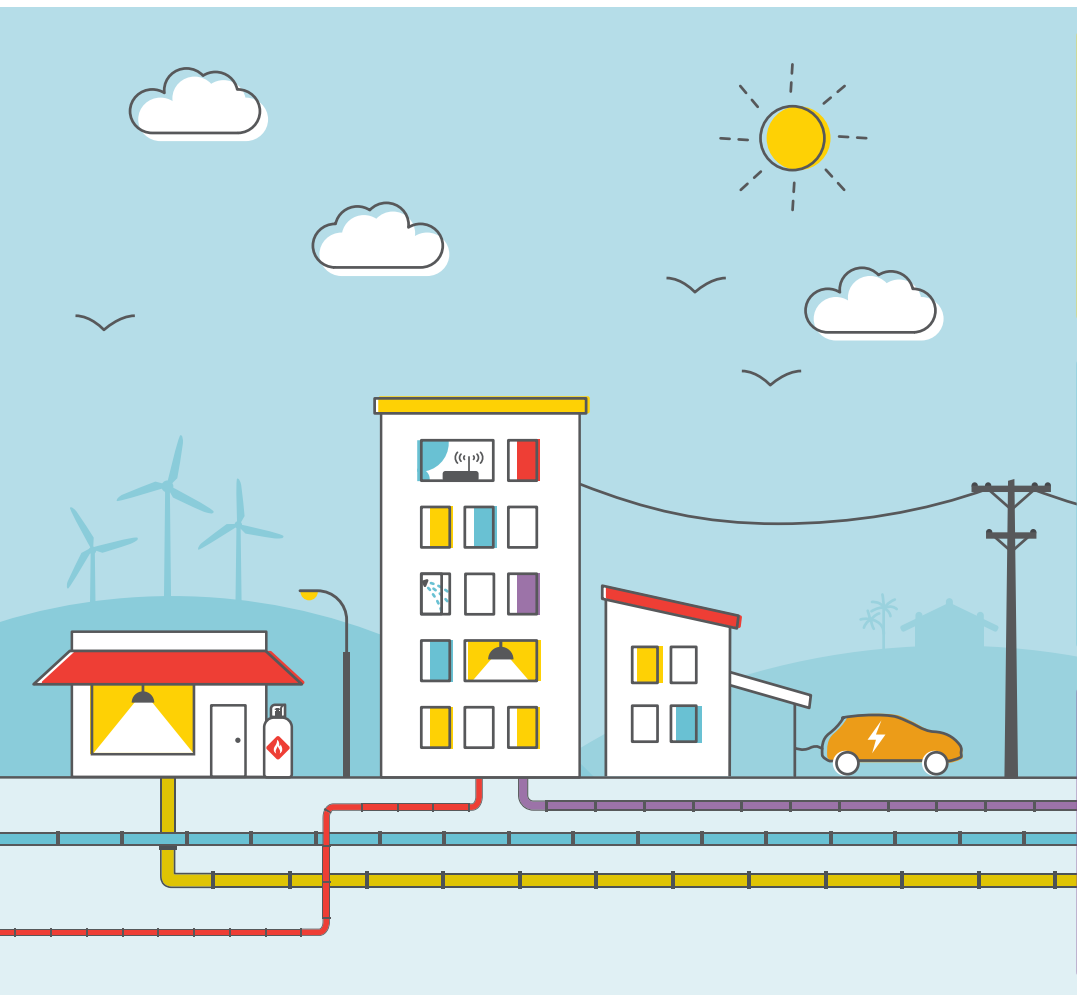


Ānei mātou hei awhi



E whakatia ana ōu amuamu
e amuamu e pā ana ki te hiko,
haurehu me te wai.

**He kore utu tō mātou ratonga,
me tū motuhake, me tōkeke rawa.**



**UTILITIES
DISPUTES**
TAUTOHETOHE
WHAIPAINGA

0800 22 33 40 | udl.co.nz

E pā ana ki a Utilities Disputes (UDL)

E whakatika ana mātou a UDL i ōu amuamu e pā ana ki te hiko me te haurehu. Ka taea e mātou te whakatika i ōu amuamu e pā ana ki te wai, te tauta hononga aunui (mō ngā papanoho ngātahi), me ngā amuamu kamupene waea (mō ngā kiritaki o Contact).*

E noho motuhake, tōkeke mātou, ā, kei konei mātou hei awhina.

E whakarongo mātou, me pātai i ngā pātai tika, ā, kāore mātou i noho i tētahi atu taha.

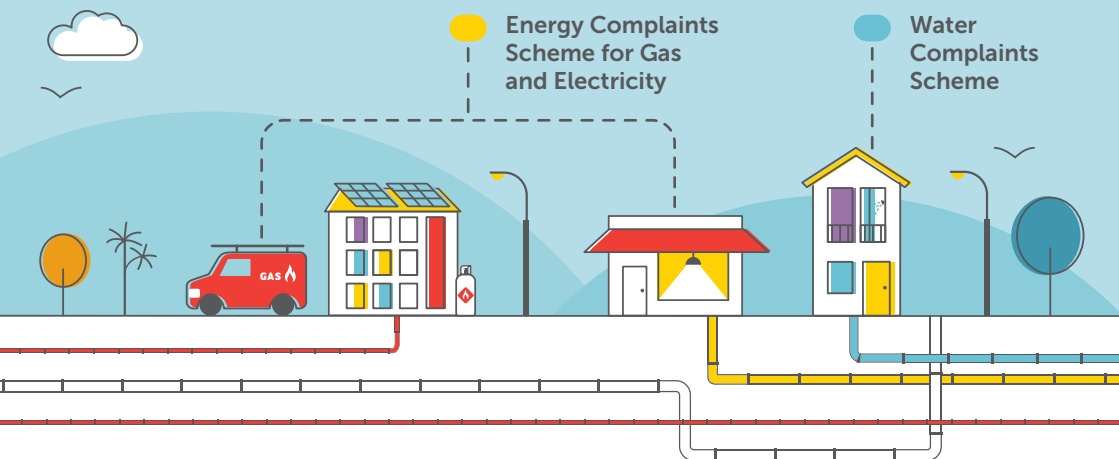
I whakapā mai ngā tangata i ngā raruraru me ngā amuamu rānei mō ngā nama, ratonga kiritaki, ngā papa ine-hiko, te momotu, me te whakarato.

He kore utu tō mātou ratonga, he tōkeke, me tū motuhake rawa – pērā ki te Ombudsman.

Mēnā he ake, he amuamu ōu, me haere tōtika ki tōu kaiwhakarato i te tuatahi. Ka taea e mātou te awhi atu i a koe, me hanga he tuinga – nā te amuamu ā-tuhi i awhi atu i a kōrua, ko tōu kaiwhakarato hei mārāma ake i te take.

Mēnā kāore anō e whakatika, ka taea e koe te whakapā mai ki a mātou kei UDL.

** Ka taea a UDL te whakaaroaro i ngā amuamu wai mō ngā mema whakahaerenga o te Water Complaints Scheme, ka taea rānei te tirohia i ngā amuamu kei ngā kiritaki e noho ana kei a Contact hei whakarawe ā-hiko.*



Ōu mātou ratonga

Ko ōu mātou ratonga he:

- ✓ Tomopai
- ✓ Kore utu mō ngā kiritaki
- ✓ Otinga pai nā tā mātou āheinga ki te whakatika ōu amuamu
- ✓ Tōkeke rawa – me noho matatika koe i te taha o UDL
- ✓ Tū motuhake – pērā ki te Ombudsman
- ✓ Mātanga – ka taea e mātou te whakatika i ōu amuamu me ōu āwangawanga
- ✓ Āwhinatia

Whakapā mai:

Īmēra

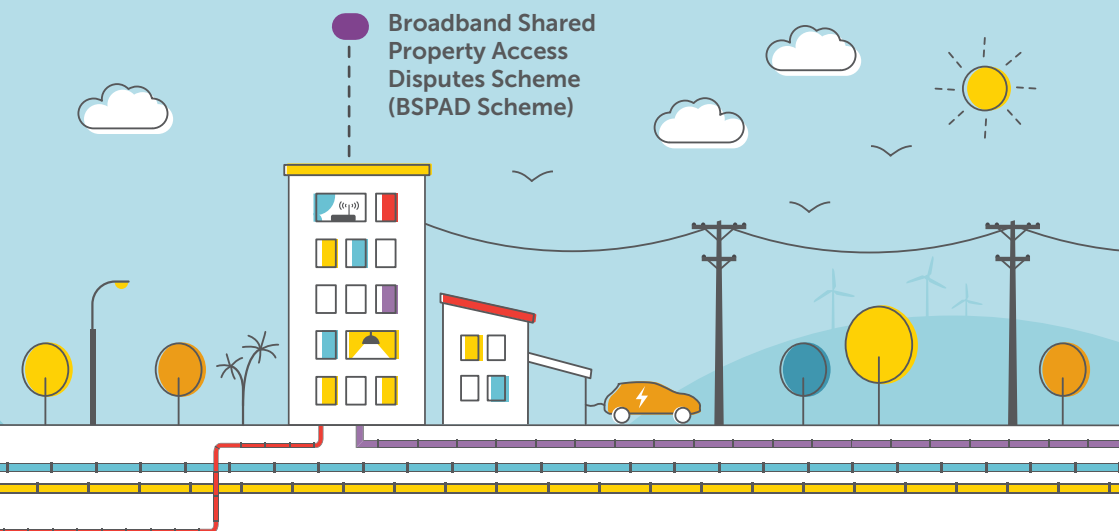
info@udl.co.nz

Waea

0800 22 33 40

Paetukutuku me
te kōrero mataora

udl.co.nz



- E haere ake nei kei roto i tēnei pukapuka, me whakaatu
- e mātou i ngā momo rangahau whakapūaho mō ia
- kaupapa me ngā ara tatunga amuamu.

Me pēhea mātou e mahi



E mahi ngātahi a UDL kei tōu taha (te kiritaki) mō tōu amuamu.

Hei ngā wā he amuamu tōu e pā ana ki te hiko, haurehu, wai me ngā kamupene waea, whakapā atu ki tōu kaiwhakarato i te tuatahi, hei kōrero. Ka taea tonu e koe te kōrero kia mātou.

Hātepe 1

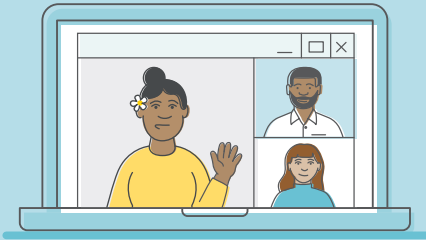
Whakapā atu ki tōu kaiwhakarato kia whakamahuki ōu raruraru me te kī atu he aha te ara pai mōu kia whakatika te amuamu.

Hātepe 2

Ka taea e koe te whakapā atu i tōu kaiwhakarato mā te waea, mā te īmēra kei tā rātou paetukutuku kei te Kōrero Mataora, mā te whārangi Whakapā mai rānei.

Hātepe 3

Mēnā kāore koe e hiahia te whakapā atu tōtika ki tōu kaiwhakarato, ka taea e koe te pātai atu ki a UDL hei kōrero, tuku rānei tōu amuamu ki a rātou – kei konei mātou hei awhi. Ka taea e mātou te hanga he whakarāpopoto amuamu ā-tuhi hei āwhina i a koe me tōu kaiwhakarato.



E mahi ngātahi a UDL me tōu kaiwhakaratō hei whakatika i tōu amuamu.

Mā tōu kaiwhakaratō i:

- ✓ whakamōhio mai ki a koe i whiwhi rātou i tōu amuamu (mēnā he amuamu ā-tuhi)
- ✓ tirohia i tōu amuamu
- ✓ whakautu ki a koe.

He wā pūmau tā tōu kaiwhakaratō hei whakatau i tōu amuamu (tae atu ki te 20 o ngā rā mahi, ko te tikanga o tēnei ko te Mane ki te Paraire). Mēnā e hiahia tōu kaiwhakaratō ētahi atu wā, ā, i whakaatu rātou he take kei roto i tētahi tuhinga, me pau ētahi atu wā anō (tae atu ki 40 o ngā rā mahi).

Kei roto i tēnei wā, kāore i ngā kaiwhakaratō i:

- ✗ whakaweto i ōu ratonga, ā
- ✗ whai mahi tango moni taurewa (te tango āu moni) mō ngā pūtea e tohe ana koe i a te amuamu e whakawā ana. Me utu tonu koe i ngā pire o nāeanei me ngā pire kāore e tohe ana.

Tā Mātou Hatepe Amuamu



Waea, Īmēra, amuamu ā-ipurangi, kanohi ki te kanohi, kōrerorero ora, pāpāho pāpori, reta rānei



Te hononga tuatahi

Ko tēnei he whakarāpopoto o te huarahi. Haere ki a **udl.co.nz** mō ētahi atu kōrero

Ka taea e mātou te whakaatu tōu amuamu ki tōu kaiwhakarato



Kia 20 o ngā rā kei tōu kaiwhakarato kia whakatika i tōu amuamu



Kua whakatika te amuamu

Kāore te amuamu i te whakatika



1,335

ngā whakarāpopoto amuamu hei āwhina i a koe kia whakaatu i tōu amuamu me hoatu he tautoko ki te kaiwhakarato hei mārama tika i tōu amuamu

Ka whakamātau a UDL hei whakatau i te amuamu



Me mahi ngātahi mātou ko tōu kaiwhakarato hei whakatika



Kua whakatika te amuamu

Kāore te amuamu i te whakatika



5,000+

ngā amuamu kua whakawāngia, ā, kua whakatika te 75% kei roto i te 10 o ngā rā

Ka taea e mātou ngā raruraru te whakawā me kōrero ki a koe me tōu kaiwhakarato hei whakatika i te amuamu



Ka kōhi mātou ētahi atu kōrero e pā ana ki tōu amuamu me taunakitia he whakataunga



Kua whakatika te amuamu

Kāore te amuamu i te whakatika



Ko te nuinga o ngā amuamu ōkawa kua whakawā e mātou kua whakatika i tēnei wā

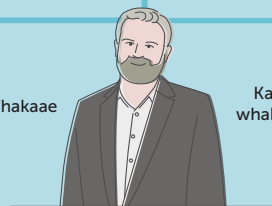
Whakataunga Toihau



Mēnā kāore i tōu amuamu i te whakatika, ka taea tō mātou Toihau te hoatu he tuhinga whakataunga hei whai atu i tōu kaiwhakarato, mēnā e whakaae ana koe ki tēnā



Whakaae



Kaua e whakaae



Mēnā kāore koe e hiahia ki te whakaae ki te tono o te Toihau, ka taea e koe te tuku tōu amuamu ki te Rōpū Whakawawao Tautōhe, ki tētahi atu wānanga rānei

E whakatika ana i ōu amuamu mō hiko, haurehu me wai

Ka taea e mātou te āwhina mā te tirohia ki te nuinga o ngā amuamu e pā ana ki tētahi kaiwhakarato hiko, haurehu rānei*:

- ✓ me hihira tōtika kei tōu kaiwhakarato kei te tika ōu pānui ine, ngā pire, ngā tuhinga kaute, me ōu utua
- ✓ mā te tuhinga o tētahi whakarāpopoto amuamu hei tautoko i a koe ki te whakaatu te amuamu, kia whakamōhio ai i tōu kaiwhakarato te raruraru. Ka kōrero mātou o mātou whakaaro, nā te aha kei te hē tōu pire, ā, kāore mātou e taea te kite i ngā hē rānei.

Ko ngā mea tē taea mātou te mahi

Kāore mātou e taea te āta tirohia ki ngā momo raruraru utu mō te hiko me te haurehu e utua e tōu kaiwhakarato. Ka taea e mātou te tirohia me pēhea tōu kaiwhakarato i whakaatu kia koe ngā mōhihio pai e pā ana ki te utu kua utua e rātou i a koe, me te tika o ōu pire nō rātou rānei.

Ngā whakaweto

Ko te whakaweto he wā i kati tōu kaiwhakarato i ōu hoatutanga pūngao mā te tārewa tia o ngā pire kāore anō kia utua.

- Mēnā e hoatu e tōu kaiwhakarato he tono kia koe, ka taea e rātou te whakaweto i ōu hoatutanga pūngao mā tōu kore utua i ngā pire.
- Ka hoatu e tōu kaiwhakarato i ētahi atu o ngā utu anō mō te whakaweto me te hononga anō.

Nā ētahi atu take ka tū i tōu hoatutanga pūngao pērā i te kaupapa haumarua me tētahi kotinga kei roto i te whatunga pūngao. Mēnā kua weto i tōu pūngao, me kōrero ki tōu kaiwhakarato.

* Mō ngā mema o te kaupapa UDL, ka taea e mātou te tirohia i ngā amuamu wai kei ngā kaiwhakarato. Ka taea rānei e mātou te tirohia i ngā amuamu mō te hononga aunui (mō ngā papanoho ngātahi) me ngā amuamu kamupene waea (mō ngā kiritaki o Contact).

Ngā amuamu pātahi mō te hikō, haurehu me te wai

He nui ake te pire atu i te nuinga o te wā

1

E mahi ana ētahi atu pūngao nā te mea:

- kei te tino makariri, tino wera rānei atu i te nuinga o te wā

He tauira, kei roto i te raumati, e kaha ana koe ki te tuku wai kei roto i te māra, e horoi ana koe i a koe e maha ngā wā, e mahi ana koe i te mīhini paoka wai, e kā tonu i āu ngongo wai, ruirui wai rānei.

He tauira, kei roto i te takurua, me kaha koe ki te mahi i ngā kaukauranga wera

- kei te noho ētahi atu tāngata kei te kāinga hei mahi i te pūngao
- kua tae mai ngā hoa me ngā whānau hei manuhiri
- kua tāpiri anō he mīhini e kaha whakamahia te poka pū o te hiko, te haurehu me te wai rānei
- kei te pakaru tētahi mīhini – āta tirohia i tāu whakawera wai

- e kaha ana koe ki te whakamahi tāu mīhini horoi kākahu, tāu mīhini horoi taputapu rānei
- i nuku koe ki tētahi atu whare – ko te rahinga me te wāhi me ngā ārai kei roto i te whare e pātahi ana me pēhea koe e whakamahi i te pūngao
- ngā papī me ngā mīhini pakaru (ngā kōpapa whakawera wai).

2

Ētahi atu utu kei roto i tōu pire:

- ngā utu e taurewa ana mai i ngā pire o mua
- ngā utu pērā i te whakaweto, hononga, me ngā pire utua tōmuri
- mēnā kei te tōmuri e koe ki te utua i ōu pire, me mahue pea i ōu whakahekenga utu, ā, ka hoatu kia koe ētahi atu utua.

3

He utu iti rawa i te mea tika kei runga i āu pire i muri nā te mea:

- ka iti rawa te whakatau tata mā tōu kaiwhakarato
- kāore i tōu kaiwhakarato i pānui tika i tōu ine
- kei te pakaru te ine.

4

Kei te hē te pānui ine

Tirohia mēnā kei te tika te pānuitanga ine. Whakatairite ngā nama ine me ngā pānuitanga kei tōu pire. Kei te ōrite i ngā pānuitanga? Mēnā kāore i te tika, me kōrero ki tōu kaiwhakarato.

Ngā pire muri

Ko ngā pire muri, arā ngā pire whakaora, i whakamahia mō ngā pūngao kua mahia kētia e koe, engari, kāore i roto i ōu pire o muri.

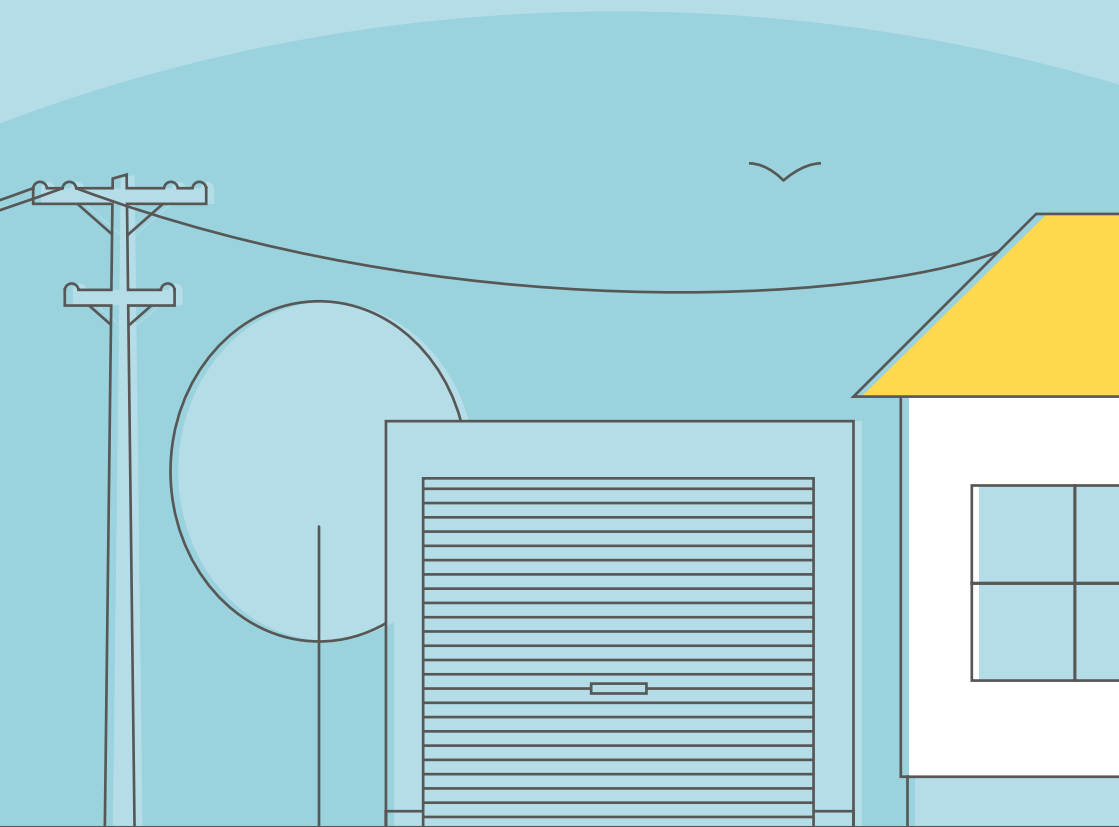
Hei tauira, kei a koe e maha o ngā pire whakatau tata, ā, ko tōu mea tuatahi 'tika' kua pānuitia atu i ngā marama e maha, kei te nui ake atu i ngā mea kua hoatu kētia.

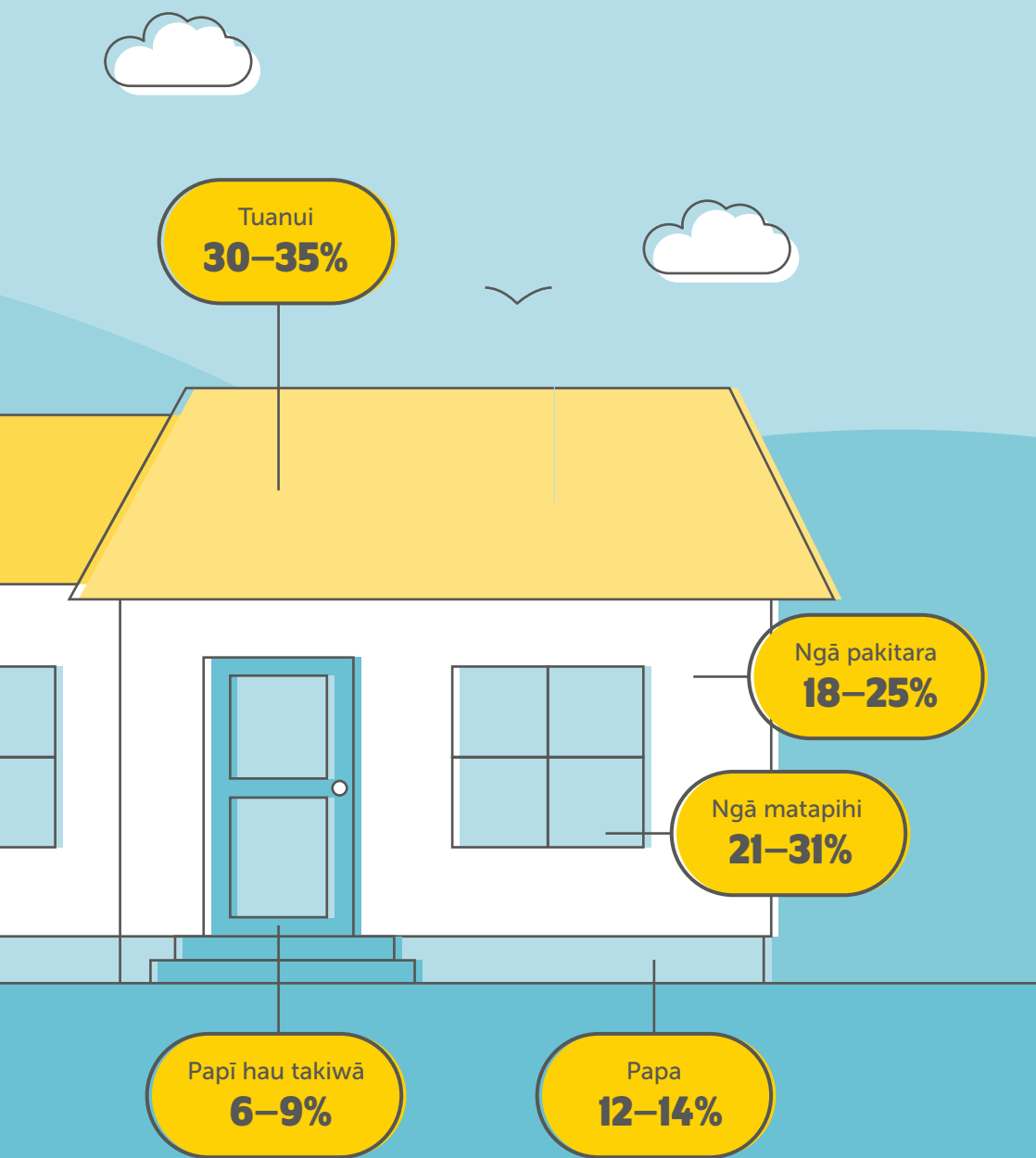
Ka taea e koe:

- te pātai atu ki tōu kaiwhakarato hei whakamārama atu i tōu pire
- mēnā kāore koe i te manawa reka mā te whakamārama o tōu kaiwhakarato, me tonono atu ki tōu kaiwhakarato, kei te hiahia koe ki te amuamu (me whakamahi i te kupu amuamu) me ōu whakaaro o ngā mea tōkeke ana
- mēnā kei te whakaae koe kei te tika i te pire, ka taea e koe te pātai mō ētahi atu wā hei utua.

Ngaro pōkākā ā-whare

I hāngai e mātou he pikitia o ngā wāhi e ngaro ana te nuinga o te pōkākā mai i tōu whare. Ka āwhina tēnei i a koe hei whakamaheretia i tōu pūngao.





Rangahau whakapūaho hiko

Ngā utua pire

I te Pēpuere 2021, i nuku a Jack ki roto i tona whare, ā, ihainatia e ia mō te hiko nā Energiser Power (EP). I tuku a EP ngā nama whakatau tata ki a Jack mō te katoa o te tau. He mea whakarapa nā EP i ā rātou mahi whakatau tata, nā te mea, e noho i raro iho i te pānuitanga tika a te mahinga a Jack, nō reira, ka tuku a EP he pire ki a Jack neke atu i te \$2,000.

Kua ngana a EP ki te pānui i te ine e whā o ngā wā i roto i te tau, engari, kāore rātou e taea te ine te tomonga. Kia whā o ēnei wā, kā imēra rātou i a Jack ki te whakamōhio atu ki a ia, tērā pea, kei te utua nuitia e ia mō tana hiko.

Ā muri i te tukuna o te amuamu a Jack, ka whakawhiti a EP i tōna mahere utu, engari, i whakahekea te pire mā te \$500 anake. Kia whakatau i te amuamu, i hoatu rātou he tono hei tango 30% nā te utu, ā, ka taea e ia te utua i roto i ngā marama e ono. I mea mai a Jack kei te hiahia ia ki te whakaae, engari, e hiahia e ia ngā marama e 12 kia utua. Kua tango a EP i a rātou tono nā te mea, ko te tikanga o te 30% whakahekenga utu i runga anō i te whakaaetanga o Jack o ngā marama e ono.





E whai whakaaro a UDL he whaitake pai te tono o te whakahekenga utu i te 30%, engari, mā te whakakore o ngā marama e ono mō Jack hei utua kāore i te pai.

E tono ana e ngā Electricity Authority's Consumer Care Guidelines (CCG) mō ngā kaihoko hei whakamana i te āwhina ki ngā kiritaki e raru ana ki te utua i ā rātou pire. Me tutuki kei waenganui rāua ko te kaihoko me te kiritaki i roto i te whakaaro he tōkeke rawa, he whaitake hei āwhina ngā hiahia pūtea o te kiritaki me ngā hiahia pakihi o te kaihoko.

Kua kitea e UDL, kāore a EP i hoatu i te tautoko pai kia Jack. He tauira, i pātai a EP ki a Jack me whakapā atu a Jack ki te tīma moni taurewa, engari, i taua wā tonu, i kōrero rātou a EP, kāore i tae mai he whakataunga pai ake mēnā ka whakapā ia i a rātou.

“

I taunakitia i a UDL mō EP kia hoatu kia Jack ngā marama e 12 hei utua i te pire o mua kua whakahekea i te utu, me hoatu ki a ia \$250 mō tā rātou kore i whai i te CCG. I whakaae ngā taha e rua i ngā taunakitanga me kati te whakapūaho.



Rangahau whakapūaho haurehu

Ko te pātara haurehu kua pau

I whiwhi a Anahera i te haurehu mā ngā pātara LPG 45kg e rua, i tae mai ki tōna whare. I whakawhirinaki ia i ēnei pātara mō te whakamahana me te whakahaere o āna taputapu e maha.

Ina, kua pau katoa ngā pātara, ka whakareri a Anahera ngā pātara mō te whakawhitinga ki tētahi mea hou mā te tono atu ki tōna kaiwhakarato. I whakawhirinaki a Anahera i te pātara tuarua i te wā i tatari ana ia mō te whakawhitinga o ngā pātara.

I tētahi wā, i a Anahera i whakawhiti i tāna pātara i pau, i kitea i pau katoa hoki tāna pātara tuarua.

I whakapā tōtika ia ki tōna kaiwhakarato hikawekawe hoatutanga haurehu kia tiki atu ētahi atu pātara, nā te mea, i pau katoa āna pātara. I kī mai te kaiwhakarato, me utu a Anahera he utu \$250 mō te hoatutanga hohoro. Nā te tino hiahia a Anahera mō te haurehu, i utua

a Anahera i te utu, ā, i hoatu te kaiwhakarato i te pātara haurehu.

I muri tata iho, i tuku amuamu a Anahera ki te kaiwhakarato. Ki tōna whakaaro, i whakawetiweti rātou i a ia ki te utua te utu. I whakapono ia, nā te kaiwhakarato te hē o te hanganga o te raruraru, nā te mea, i te wā i tae mai ngā pātara i te tuatahi, ko tōna tikanga, i pau katoa te pātara i mua i tāna mahinga. I kī mai te kaiwhakarato, kāore rātou i hoatu he pātara pau, ā, kāore rātou i te whakahokia te utu mō te hoatutanga hohoro.

I hoatu a Anahera i ēnei amuamu ki a UDL:

- kia kaua e te kaiwhakarato i hoatu he pātara pau
- i te wā i ako te kaiwhakarato i te hē o te pātara pau, me tuku he pātara hōu mō te kore utu.





I rangahau a UDL i te amuamu.
I tīmata mātou ki te āta
whakaarohia te tikanga i tae mai
he pātara pau i te hoatutanga. I
kōrero mātou ki te kaiwhakarato
te āheinga o te hapa hoatutanga,
he papī kāore anō kia kitea rānei.
I kī mai te kaiwhakarato, kāore
pea ēnei i te tika, engari, kāore
rātou i taea te whakaatu i hoatu
kētia he pātara kī.

I rangahau mātou te wā mai i te
hoatutanga tae noa ki te tuku
atu o te amuamu. Nā te hoatu

tonutanga mō Anahera, i kite
mātou, kāore i te tika i pau katoa
a Anahera i te haurehu o te pātara
katoa i roto i taua wā poto.

I kōhi mātou i ēnei rangahau,
ki whakahaere ngā kōrerorero i
waenganui i te kaiaumuamu me
te kaiwhakarato haurehu.

“

I muri i te wā kōrero,
i tuku te kaiwhakarato
ki a Anahera he
\$250 kia utua te utu
mō e hoatutanga.
I whakaae a Anahera,
ā, i whakatau i tōna
amuamu.



Rangahau whakapūaho wai

Kōrero wai i papā

I papā he kōrero wai o AB Water, ā, i waipuketia te papa kei raro i te whare i reti a Phil. Nā tēnei i pakaru te whare me ētahi o ngā mea o te kairīhi.

I tuku a Phil he kerēme ki tōna kamupene rīanga, ā, i whakaae rātou i te kerēme me tētahi utu tūmua \$2,000.

I hoatu a Phil he \$2,750 ki ōna kairīhi mō te pakaru o ō rātou mea, me tū te \$650 o te tukunga utu rīhi mai i ngā kairīhi. Kāore te rīanga i hīpoki i te tūnga o te utu rīhi.

I whakaae a AB Water me utu rātou i te utu tūmua \$2,000, me tuku hoki i te \$500 mō ngā kairīhi. Kāore a Phil i te whakaae, ā, ko tōna hiahia, me utu a AB Water i ngā utu katoa ōna, he \$3,400 atu i te \$2,000.

I kite a UDL ko te \$3,000 i utua a Phil ki ōna kairīhi, he mea nā te uara rīwhi katoa, ā, me noho pai ake ngā kairīhi atu i te wā i mua i te waipuke.





I whaiwhakaaro a UDL e pā ana ki te tawhito me te painga o ngā mea i pakaru, ā, i whaikupu rātou, he mea pai te utu \$1,425 mai i AB Water hei tautoko ngā mea ruihi a ngā kairihi.

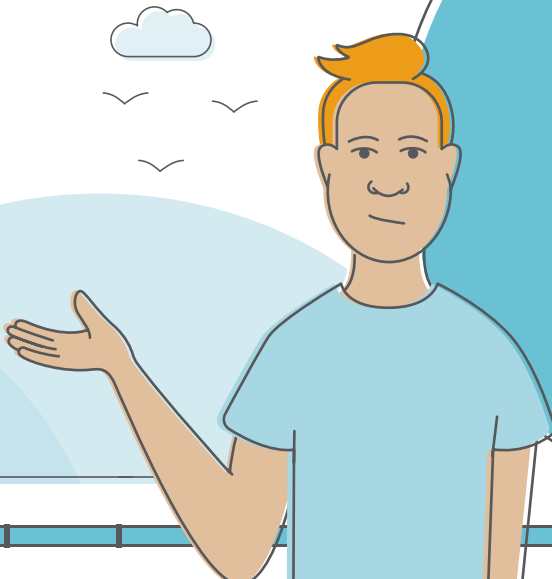
I whaiwhakaaro hoki a UDL he aha pea te tāpaetanga nā AB Water ki te whakatūnga rihi, arā, he mea tōkeke rawa, whaitake pai rānei.

I nuku ki wāhi kē ētahi o ngā kairihi mō te wā i whakapai ake i te whare, ā, kāore te katoa o ngā kairihi i taea te noho pārekareka kei te whare.

“

I taunakitia a UDL ki a AB Water me tuku utu rātou te 50%, te \$325 rānei ki a Phil mō te rihi i whakatū ia mō ngā kairihi.

I whakaae rāua ko AB Water, ko Phil ki te taunakitanga, ā, i kati te whakapūaho.



Rangahau whakapūaho aunui

Tohenga hononga muka whatu

I honoa a Lightning Fibre (LF) he muka whatu kei roto i tētahi nohonga whare e maha. Kei a Marama ētahi o ēnei whare. I roto i a rātou mahi hononga, i āpiti atu e rātou te taura muka whatu kei te pakitara i waho atu o te whare o Marama.

I tohea a Marama ki te tikanga o LF kia honoa te whatu muka kei te pakitara o tōna ake whare nā te mea:

- kāore a LF i hoatu te tono tika ki a ia
- nā Marama te whare, kāore e noho he whare tiritahi.

He pōuritanga tāna a Marama e pā ana ki te painga o te mahi hononga.

I kī mai a LF i hoatu rātou he tono e pā ana ki te hononga ki tētahi wāhi noho hē. E pono ana rātou, ko ngā pakitara kei waho o ngā whare he wāhi ngātahi nā te Telecommunications Act 2021.

I tuku a UDL he whakatau i te tuatahi hei whakaatu:

- i whakatika a LF te whakakorenga o te tono ki a Marama nā te tukunga o tētahi tono hōu i ngā whakamārama o te hononga
- kāore a LF e taea te whakamahia te pakitara kei waho o te whare o Marama nā te mea kei waho tēna wāhi o te wāhi pātahi, ā, nōna anake te wāhi
- i tautoko te mahinga tahi o ngā rōpū e rua hei puta atu he whakaaetanga e noho pai i ngā taha e rua.





A muri a te tukuna atu o te whakataunga hukihuki, e whakaae rāua, ko LF, ko Marama ki te whai wāhi mō te huinga ā-waea nā UDL i ārahi. I roto i te huinga ā-waea, e whakaae ngā rōpū e rua hei mahi tahi taenoa ki te wā e whakaae rāua ki tētahi otinga pai mō te hononga me te whakahokinga anō o te whare o Marama.

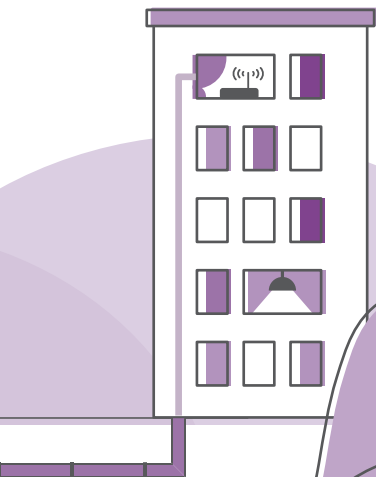
I kati a UDL i te amuamu, ā, i whakamārama atu ki a Marama ka taea e ia te whakahokia ki a UDL mēnā ka tae mai ētahi

atu raruraru anō e pā ana ki te whakahokinga.

Ko UDL te kaupapa tohe tatūnga nā te whakaae o te Telecommunications Act, ā, ka taea te whaiwhakaaro i ngā whakahē e pā ana ki te tikanga ā-ture ki te uru atu ki te hono whatu muka kei roto i ngā wāhi noho ngātahi.



I te huinga ā-waea, i whakaae ngā taha e rua ki te mahi tahi taenoa ki te wā i tau atu ki te whakataunga pai mō te hononga o te whatu muka me te whakahokinga o te whare o Marama.



Ngā ropū whakapā whai take

Mēnā kāore anō mātou e taea te āwhina atu i a koe, ā, e hiahia ana koe ētahi atu tautoko, ka taea e koe te whakapā atu ki ēnei rōpū whakahaere e whai ake nei.

Te Whare Rama Tōkeke

E āwhina ana i te Te Whare Rama Tōkeke ki te whakatika i ōu raruraru pēke. He kore utu rātou me tū motuhake rānei.

bankomb.org.nz 

Ngā Pou Whakawhirinaki o Aotearoa

E āwhina atu a CAB i ngā tāngata hei mōhio me mārama i ā rātou ake tikanga, ā, e noho ana ā rātou tari puta noa i a Aotearoa.

cab.org.nz 

Te Manatū Whakahiato Ora

E āwhina ana ki te hāngai ngā tāngata angitū me tū kaha, tū ora ngā whānau me ngā hapori rānei.

msd.govt.nz 

Ngā pokapū ture hapori

E noho ana ngā pokapū ture hapori puta noa i Aotearoa, ā, me tuku ngā kupu āwhina me ngā āwhina ture kore utu e pā ana ki ngā take atu i te ture whiwhinga mahi taenao ki ngā ture whānau me ngā ture manene me ētahi atu anō.

communitylaw.org.nz 

Consumer NZ

I tīmata a Consumer NZ i te tau 1959, ā, i tū motuhake, he whakahaere monihua-kore e manawanui ana ki te rapu he mea tōkeke rawa mō ngā tāngata o Aotearoa.

consumer.org.nz 

FinCap

Ko FinCap he rōpū whakahaere kei waho o te kāwanatanga e tautoko ana i te 200 o ngā ratonga kaiārahi pūtea kei roto i ā rātou mahi. E taunaki ana a FinCap i te whakawhitinga kei roto i te rāngai āheinga hanga pūtea hei āwhina i ngā tāngata kia kaua e taka ki ngā whakapāwera pūtea kei Aotearoa. Ka taea e ngā kaiārahi pūtea te āwhina i ngā tāngata katoa e hiahia ki te whakarite tika i ā rātou pūtea.

fincap.org.nz

MoneyTalks

E hono ana a MoneyTalks i ngā tāngata me ngā whānau ki ā rātou pātaka kai mō te hapori, me pēhea rātou i haere tōtika kei roto i ngā tukanga me ngā whakawhiwhinga a Work and Income hei tautoko i ngā tāngata hei whakahaere i a rātou pūtea. Ka taea ngā tāngata katoa te kōrero atu ki te tīma a MoneyTalks mēnā e hiahia ana he āwhina mō ngā take moni o ia rā, pērā i te tahua me te whakahaere nama – he kore utu!

moneytalks.co.nz

Powerswitch

E āwhina i a koe ki te kimi ngā mahere iti rawa mō te hiko me te haurehu rānei – mā Consumer NZ i whakahaere. Me whakatairite i ngā mahere takimano mō te hiko me te haurehu mā ngā kamupene e 18 mā tō mātou hihira kore utu, tū motuhake rānei.

powerswitch.org.nz

Sorted

He ratonga kore uru a Sorted nā Te Ara Ahunga Ora Retirement Commission, nā te kāwanatanga i tautoko ā-pūtea, engari, e tū motuhake ana hei āwhina i ngā tāngata o Aotearoa e noho pai i roto i te ao pūtea. Ka taea e koe te ako ngā mea e mahi ana rātou mā te paetukutuku o Te Ara Ahunga Ora, me whakapā atu ki a Sorted kei info@sorted.co.nz

sorted.org.nz

Te Tari Tiaki Pūngao

E hiahia ana i ngā kaiwhakamahi pūngao i ngā mōhiohio tika, ngā momo taputapu, me ngā whakaritenga pai kia noho i te ara tika mō ā rātou mahinga pūngao.

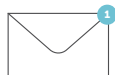
eeca.govt.nz

Whakapā mai



Waea

0800 22 33 40
+64 4 914 4630



Īmēra

info@udl.co.nz



Mēra

Freepost 192682
PO Box 5875
Wellington 6140



Wāhi noho

Plan IT House
Level 6
22 The Terrace
Wellington 6011



Kōrero mataora

Ka taea e koe te whakapā mai ki a mātou mā te Kōrero Mataora – kei raro i te taha matau o tō mātou paetukutuku (udl.co.nz). Mēnā i whakapā mai ki a mātou i waho i a mātou hāora tari, i tuhi mātou i ōu taipitopito whakapā, ā, me whakapā atu mātou ki a koe hei te rā pakihi kei te heke mai.



Ngā haora tari

Mane ki te Tāite 8am ki te 6pm
Paraire 8am ki te 5pm
Hatarei me Rātapu i kati

Kua kati tō mātou tari hei te 5pm, engari, ka taea te whiriwhiri he wā ki te haere mai ki te kōrero ki ngā kaimahi hei ētahi atu wā o te Mane ki te Paraire 8am ki te 5pm.

E hiahia ana koe kia
whakapā mai mātou?

Ka taea e koe te
whakamahi te whārangi
whakapā whānui hei tono
atu he whakahokinga
kōrero ā-waea mā tōu
mātou kaimahi.

Haere ki udl.co.nz



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info@udl.co.nz



Waea

0800 22 33 40



**Paetukutuku me te
kōrero mataora**

udl.co.nz

**Mō ētahi atu mōhiohio,
haere ki udl.co.nz**