Añei mātou hei āwhina



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

E whakatika ana mātou a Utilities Disputes 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.

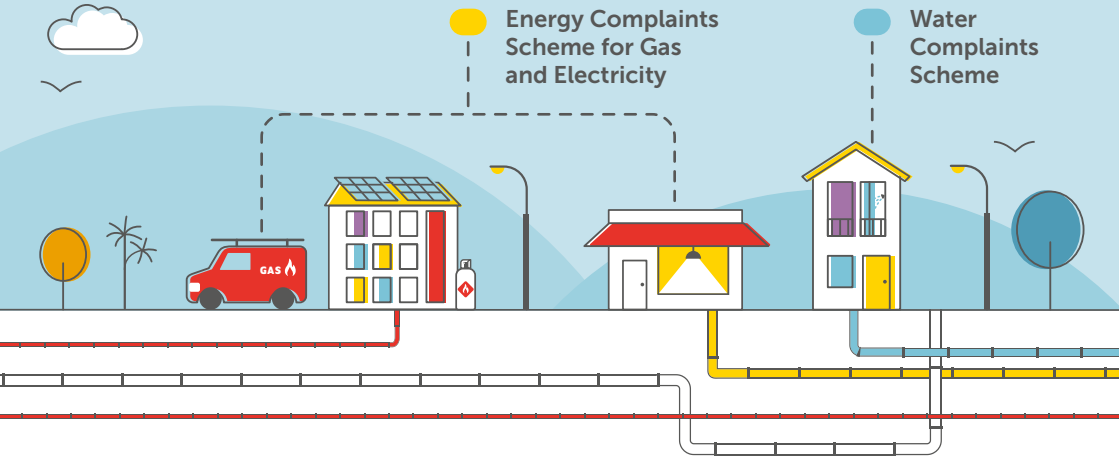
I whakapā mai ngā tangata i ngā raruraru me ngā amuamu rānei mō ngā nama, ratonga kiritaki, ngā papa ine-hiko, te momotu, me te whakarato.

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 tuhinga – nā te amuamu ā-tuhi i awhi atu i a kōrua, ko tōu kaiwhakarato hei mārama ake i te take.

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

* *Ka taea a Utilities Disputes 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:

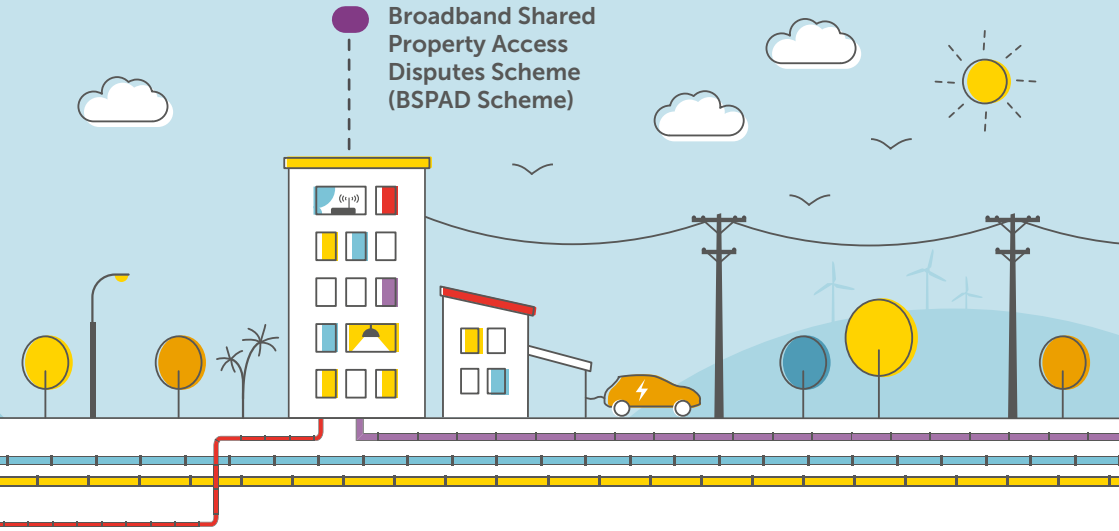
- Tomopai
- Kore utu mō ngā kiritaki
- Otinga pai nā tā mātou āheinga ki te whakatika ōu amuamu
- Tōkeke rawa – me noho matatika koe i te taha o Utilities Disputes
- Tū motuhake – pērā ki te Ombudsman
- Mātanga – ka taea e mātou te whakatika i ōu amuamu me ōu āwangawanga
- Āwhinatia

Whakapā mai:

Īmēra
info@udl.co.nz

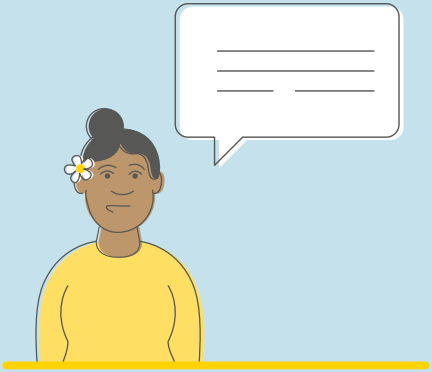
Waea
0800 22 33 40

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 Utilities Disputes 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

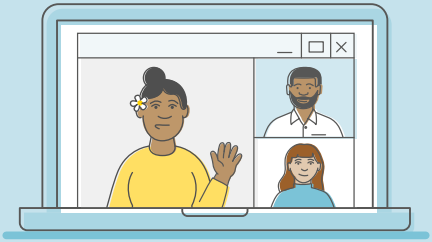
Whakapā atu ki tōu kaiwhakarato kia whakamahuki ōu raruraru me te kī atu he aha te ara pai mōu kia whakatika te amuamu.

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 Utilities Disputes 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 Utilities Disputes me tōu kaiwhakarato hei whakatika i tōu amuamu.

Mā tōu kaiwhakarato 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 kaiwhakarato 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 kaiwhakarato 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 kaiwhakarato 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



Te hononga tuatahi

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

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

4,536

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 Utilities Disputes hei whakatau i te amuamu

Me mahi ngātahi mātou ko tōu kaiwhakarato hei whakatika

Kua whakatika te amuamu

Kāore te amuamu i te whakatika

13,500+

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

Kua whakatika te amuamu

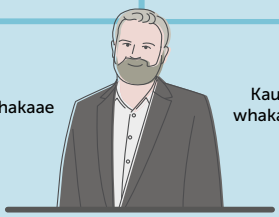
Kāore te amuamu i te whakatika

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 Tautohe, 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 mōhiohio 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 haumaru 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 Utilities Disputes, 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 whakatika

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.

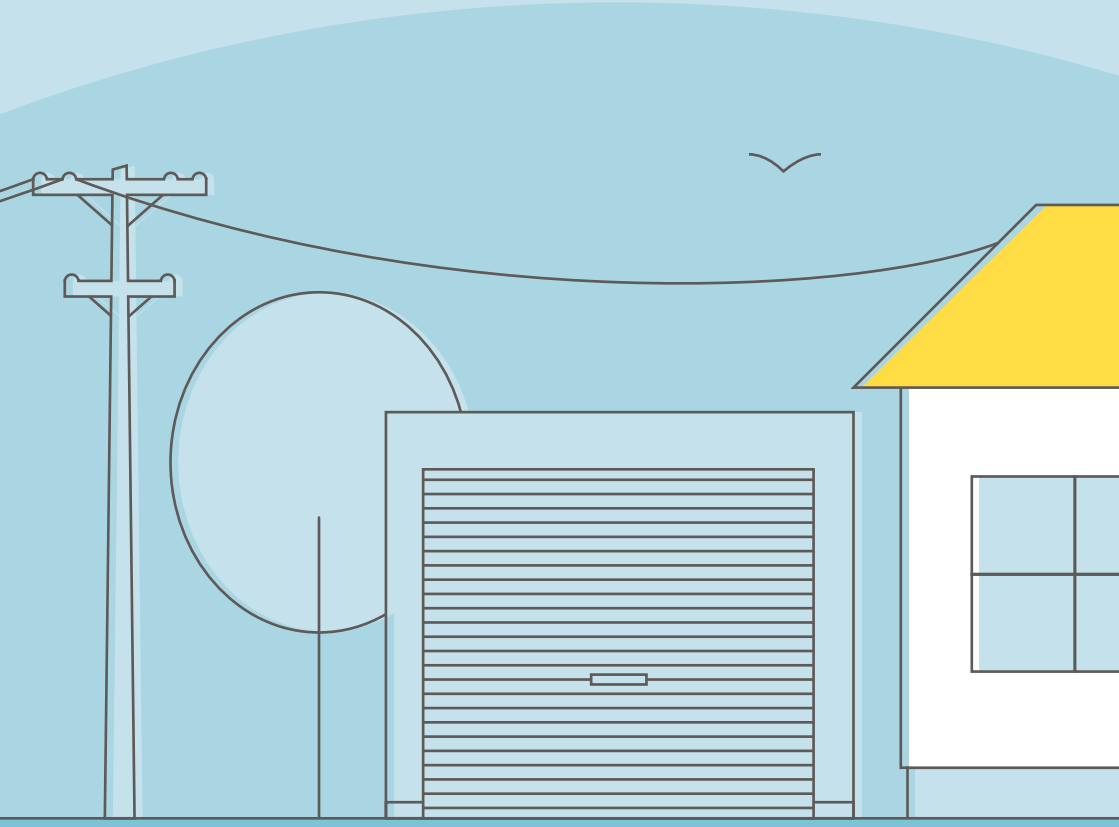
Hei tauira, kei a koe e maha o ngā pire whakatau tata, ā, ko tōu mea tuatahi 'tika' kua pānuitia atu i ngā marama e maha, kei te nui ake atu i ngā mea kua hoatu kētia.

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 tono 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.




Tuanui
30–35%
Ngā pakitara
18–25%
Ngā matapihi
21–31%
Papī hau takiwā
6–9%
Papa
12–14%

Rangahau whakapūaho hiko

Ngā utua pire

I te wā i hūnuku a Jack ki tōna whare, i uru atu ia mō te hiko kei 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 īmēra 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 Utilities Disputes 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 Utilities Disputes, 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 Utilities Disputes 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 hīkawekawe 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 Utilities Disputes:

- 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 Utilities Disputes 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 kohi mātou i ēnei rangahau, ki whakahaere ngā kōrerorero i waenganui i te kaiamuamu 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

Kōrere wai i papā

I papā he kōrere 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 kātoa ōna, he $3,400 atu i te $2,000.

I kite a Utilities Disputes 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 Utilities Disputes 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 kairīhi.

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

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



“

I taunakitia a Utilities Disputes ki a AB Water me tuku utu rātou te 50%, te $325 rānei ki a Phil mō te rīhi i whakatū ia mō ngā kairīhi.

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:

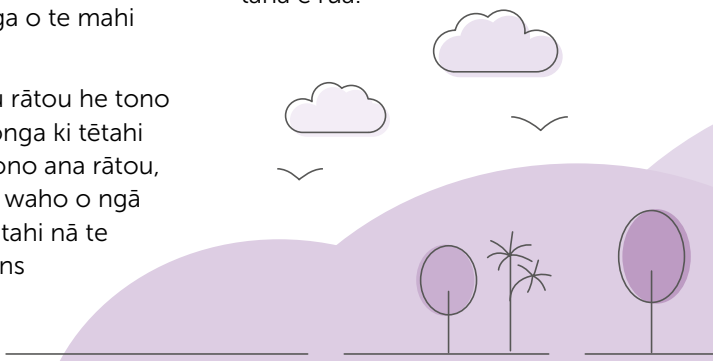
- kāore a LF i hoatu te tono tika ki a ia
- nā Marama te whare, kāore e noho he whare tiritahi.

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 Utilities Disputes he whakatau i te tuatahi hei whakaatu:

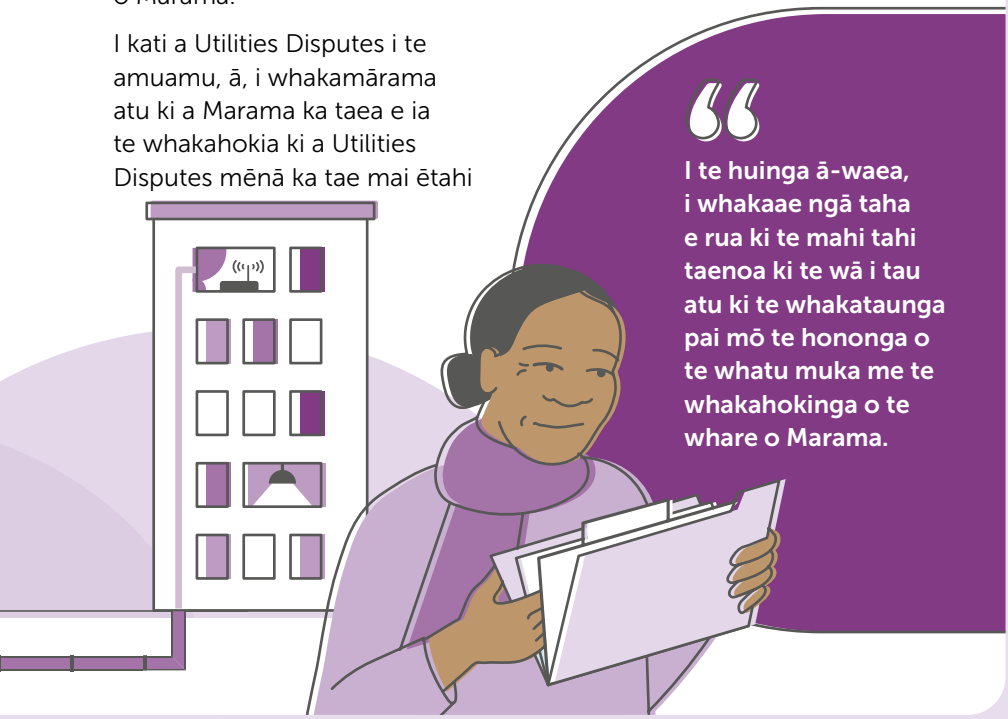
- i whakatika a LF te whakakorenga o te tono ki a Marama nā te tukunga o tētahi tono hōu i ngā whakamārama o te hononga
- kāore a LF e taea te whakamahia te pakitara kei waho o te whare o Marama nā te mea kei waho tēna wāhi o te wāhi pātahi, ā, nōna anake te wāhi
- i tautoko te mahinga tahi o ngā rōpū 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 Utilities Disputes 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 Utilities Disputes i te amuamu, ā, i whakamārama atu ki a Marama ka taea e ia te whakahokia ki a Utilities Disputes mēnā ka tae mai ētahi atu raruraru anō e pā ana ki te whakahokinga.

Ko Utilities Disputes 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

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

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

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 taenoa ki ngā ture whānau me ngā ture manene me ētahi atu anō.

communitylaw.org.nz

FinCap

Ko FinCap e tautoko ana 200 o ngā ratonga kaiārahi ahumoni, mō te kore utu puta noa i Aotearoa, ā, e kaitaunaki hoki mō ngā whakawhitinga hei āwhina te whakahōtaetae te whakapāwera pūtea. Ko ngā kaiārahi ahumoni i awhi ngā tāngata te kimi whakahaere tikanga mō ā rātou pūtea.

fincap.org.nz

MoneyTalks

Ko MoneyTalks i whakarawe he tautoko kore utu mō te mahere pūtea, nama me ngā take putea o ia rā. Ka taea rānei te tūhono ngā tāngata me ngā whānau ki ngā pātaka kai ā-rohe me āwhinatia i a rātou i uru atu i ngā huarahi o Work and Income.

moneytalks.co.nz

Billy

Ko Billy he mea kore utu, tū Motuhake hei whakatauritenga hiko me he ratonga whakawhiti nā te Electricity Authority. Me tukuatu he pire hōu me whakautu ētahi o ngā pātai hei whakatauritenga i ngā mahere me ngā pitomata penapena putea.

billy.govt.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

Ko Sorted he ratonga kore utu nā Te Ara Ahunga Ora Retirement Commission, hei awhi ngā tāngata o Aotearoa hei whakapiki i tā rātou hauora ahumoni nā ngā mōhiohio whakawhirinaki, ngā pāraha me te arahina e pā ana ki te whakahaere moni.

sorted.org.nz

DebtManagers

Ko DebtManagers i mahi tahi i ngā tāngata me ngā tōpūanga hei hanga i ngā mahere tōkeke, māmā te whakahaere whakautu. Ko tōna kaupapa e aro atu ki te whakaute, te karo i ngā utua nui rawa me te moni whakaranea, me awhi i ngā tāngata hei hanga te ngākau māia e pā ana ki ngā take ahumoni.

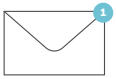
debtmanagers.co.nz

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

25 Courtenay Place
Wellington 6011



Paetukutuku me te kōrero mataora

Whakapā mai ki a mātou mā te Kōrero Mataora kei te taha matau kei raro iho o tō mātou paetukutuku, me whakauru te puka ipurangi kei roto i tō mātou whārangi Te Whakatakoto kōamuamu. Kei waho i ngā hāora mahi, me ara atu mātou ki te whakautu kei roto ā tērā atu rā mahi.



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 ki te tuku amuamu?

Ka taea e koe te whakakī he puka amuamu, ā, me whakapā mai tā mātou kaimahi.

Haere ki a udl.co.nz

UTILITIES DISPUTES
TAUTOHETOHE WHAIPAINGA



Īmēra

info@udl.co.nz



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0800 22 33 40



Paetukutuku me te kōrero mataora

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

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