

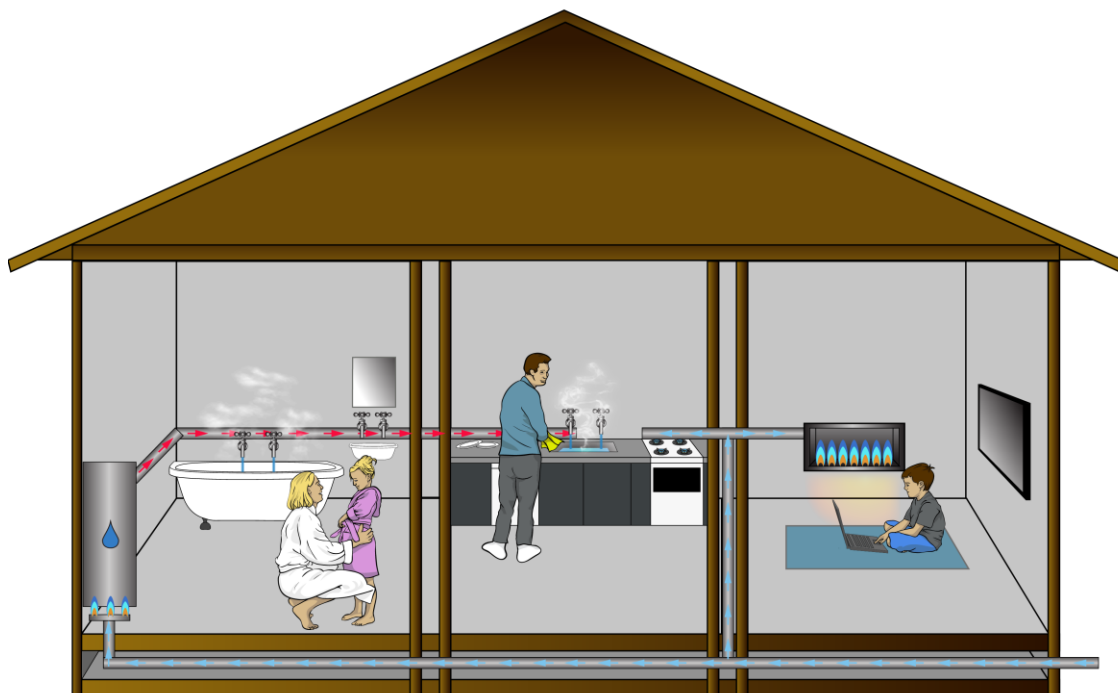


**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA



Support with urgent power, gas, heating and water costs



Published: April 2026

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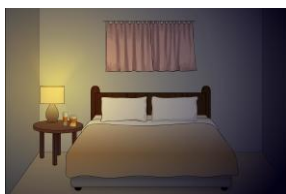
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About this Easy Read



This Easy Read is from the
Ministry of Social Development.



The Ministry of Social Development
is sometimes called **MSD** for short.

WORK AND INCOME
TE HIRANGA TANGATA

Work and Income is part of MSD.

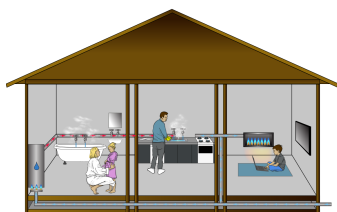


In this document the words
we / us mean MSD.



This Easy Read is about how we can support you if you are unable to pay bills like:

- power bills
- gas bills
- water bills.



Support with urgent bills



First talk to the company the bill has come from if you have an **urgent** bill you cannot pay like:



- a power bill
- a gas bill
- a water bill
- filling up your water tank
- heating.



Here **urgent** means you need to do something right away.



Sometimes the company can make a plan with you to pay the bill when you are able to.



We might be able to help if you cannot make a plan with the company.



We can only support you if you have no other way to pay the urgent bill.



We can support you even if you get no other payments from us.



Sometimes you might need to pay the money back to us.

Who can get support with urgent bills?



We can only support you if you:

- are 16 years old or older
- are an Aotearoa New Zealand:
 - **citizen**
 - **permanent resident**
- live in Aotearoa New Zealand
- plan to keep living in Aotearoa New Zealand
- need to pay the bill right now
- will find life very hard if you cannot pay the bill.



Being a **citizen** means you live in the country you:

- were born in
- or
- have a passport for.



You can become a citizen of another country.



An Aotearoa New Zealand **permanent resident** is someone who:

- is not an Aotearoa New Zealand citizen
- has been told by the Government they can live in Aotearoa New Zealand all the time.





If you are aged 16 to 19 you might have a **Youth Service provider**.



Youth Service providers give extra support to young people who need it.

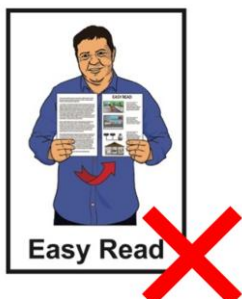


If you have a Youth Service provider you should ask them to support you to pay an urgent bill.



You can find out how to contact your Youth Service provider on this **website**:

<https://tinyurl.com/47ywrbbz>

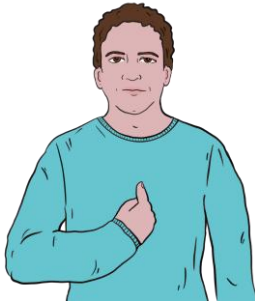


This website is **not** in Easy Read.



We might not be able to support you if:

- you:
 - earn too much
 - own too much
- your partner:
 - earns too much
 - owns too much.



How much money can you get for support with urgent bills?



We can give you up to 2 hundred dollars to pay for:

- an urgent:
 - power bill
 - gas bill
 - water bill
- **reconnecting** your:
 - power
 - gas
 - water.





Here **reconnecting** means starting your power / gas / water again if it was stopped when your bill was unpaid.



We can give you up to 5 hundred dollars to pay to refill your water tank.



We can only pay to refill your water tank if you:

- own the house you live in.
- rent the house you live in
- are in charge of refilling the water tank.



Normally we can only pay to refill your water tank once every 12 months.

Support to keep your family warm



Sometimes we can give you money to pay for things like:

- bedding
- blankets
- curtains
- heaters.



We might be able to pay for these costs if:

- your children are sick
- your home is cold.





We might also be able to pay for these costs if:

- **long-term** sickness / disability in the whānau / family means your bedding is worn out
- a new child has come into your whānau / family.



Long-term means something that lasts a long time.

How to apply



Contact us to talk about what you need.



It is good to have the urgent bills you need support with when you talk to us.

How to contact us

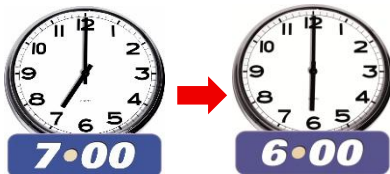


You can contact us by calling:

0800 559 009



This number does not cost money to call.



You can call this number on:

- Monday to Friday:
 - from 7 am to 6 pm



- Saturday:
 - from 8 am to 1 pm.



If you find it hard to use the phone
you can:

- **text** us on:

4206



- **email** us:

MSD_Deaf_Services@msd.govt.nz

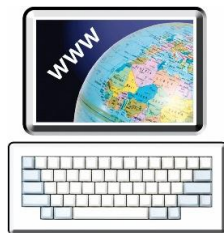


You can also contact us using the
New Zealand Relay service.

The **New Zealand Relay** service is
for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.





You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz



You can find more information about contacting us if you find it hard to use the phone at:

www.workandincome.govt.nz/deaf-services



We have many service centres around Aotearoa New Zealand.



You can find a list of our service centres at this **website**:

www.workandincome.govt.nz/service-centres



This list of service centres has the addresses where you can:

- post things to
- visit us.



This information has been written by the Ministry of Social Development.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



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