



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

WORK AND INCOME
TE HIRANGA TANGATA

Power, gas, water bills or heating

Adapted in 2026 by Accessible Formats Service,
Blind Low Vision NZ, Auckland

TN: The logo on the top of the page is Ministry of social development Te Manatū Whakahiato Ora. Work and Income Te Hiranga Tangata.

Note: Information about ways you can contact Work and Income are listed at the end of this information.

Power, gas, water bills or heating.

We may be able to help you with an urgent power, gas or water bill, heating costs or water tank refill if you have no other way to pay.

- You don't have to be on a benefit to qualify for this help.
- You may have to pay the money back depending on your situation.
-

Who can get it?

You could find yourself in a situation where you have an outstanding power, gas, or water bill that you can't pay. You need to talk to the power or water company first to see if you can make a payment arrangement with them.

If this is not possible, we may be able to help if you:

- are 16 or over (if you're 16-19 and have a Youth Service provider, you will need to contact them to help you)

- are a New Zealand citizen or permanent resident
- normally live in New Zealand and intend to stay here
- have an immediate and essential need.

It also depends on:

- how much you and your partner get from working.
- any money or assets you and your partner have.

Your income will be assessed either weekly or yearly, depending on the kind of help you qualify for.

What you can get

Generally, we can pay up to \$200 to help with:

- an outstanding power, gas, or water bill
- reconnecting your electricity, gas, or water supply.

Water tank refill

We may be able to help you pay to get your personal water tank refilled and delivered. You need to be living in either a property you own or a property you are renting, and you are responsible for refilling the water tank.

You can get up to \$500 to pay for refill and delivery. You can generally get one payment for water tank refill every 12 months.

Need help to keep your family warm?

We may be able to help you with the cost of bedding, blankets, curtains, or heaters, depending on your circumstances. It may be that:

- your children are unwell or
- you can't keep warm in your home or
- there is wear and tear to your bedding because of long-term sickness or disability in the family or
- a new child has come into the family.

How to apply

Contact us to discuss your situation. It is helpful if you have access to the power, gas or water bills that you need support with.

Options for contacting Work and Income

You are always welcome to let us know if you have a specific communication need.

Phone call

Call our general enquiries team on 0800 559 009. Our phone line is open Monday to Friday 7am to 6pm and Saturday 8am to 1pm.

Text or Email

If **you** are deaf or disabled **and** your health condition or disability prevents you from calling us, you can text us on **4206** (charges may apply depending on your mobile provider) or email us at

MSD_Deaf_Services@msd.govt.nz More information about what Deaf Services can help you with is at www.workandincome.govt.nz/deaf-service

NZ Relay

If you are Deaf, hard of hearing, deafblind, or have speech communications difficulties you can also use NZ Relay to

connect with Work and Income via their website located here Use [NZ Relay Service—www.nzrelay.co.nz](http://www.nzrelay.co.nz) or by using the free NZ Relay App.

Finding your nearest service centre

We have many service centres around New Zealand. You can find the physical address and the postal address of a service centre near you here

www.workandincome.govt.nz/service-centres

End of Power, gas, water bills or heating