

# He amuamu tāu mō tō kaiwhakarato whaipaianga, tae atu ki te hiko, kapuni hoki?

## Ka taea koe e mātau te āwhina

He whakarato ratonga motuhake a Tautohetohe Whaipaianga mō te whakarite amuamu mō ngā whaipaianga pēnei i te hiko me te kapuni. He motuhake mātau, nō reira kāore mātau e whai taha. Kāore he utu mō tā mātau ratonga. Ka taea e koe tuku amuamu hei tangata takitahi, i raro rānei i tētahi pakihi.

### Ko Tautohetohe Whaipaianga he

**Motuhake**

**Kāore he utu ki ngā kiritaki**

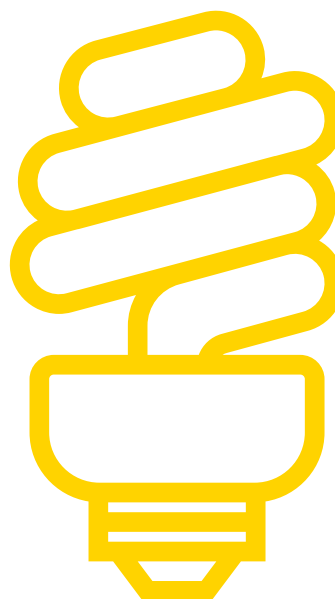
**Tuwhera Noa**

**Tōkeke**

**Tōtika**

**Tika Ake**

**Haepapa**



## He aha ngā mea ka taea te tiroiro



Ka taea e mātau te nuinga o ngā amuamu te tiroiro:

**hiko**

**kapuni paipa**

**ngā pātara LPG neke atu i te 15kg**

**ngā pakarutanga, raruraru rānei mō te āhei atu me te whakamahi whenua kei reira he utauta hiko, kapuni rānei**

He mātāi take tauira ā mātau kei tā mātau paetukutuku e whakaatu ana i ngā momo amuamu maha e whakaritea ana e mātau.

Kāore e taea e mātau te tiroiro ngā amuamu mō ngā utu o ngā whaipaianga pēnei i te hiko, kapuni rānei. Engari, ka taea e mātau te tiroiro mēnā he tika ngā kōrero i tukuna e tō kaiwhakarato mō ana utu here me te whakamahi tika i ērā.

Mēnā kāore koe i te tino mārāma me aha koe, kei hea rānei koe i te tukanga amuamu, me waea mai, tuhi mai rānei ki te whakamārama mai i tō amuamu me ngā mea kua pā mai.

## He pēhea tō whakarite i tō amuamu?

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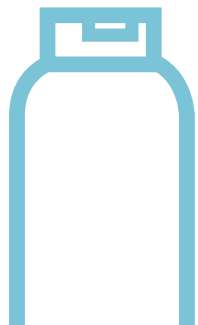
### Whakapā atu ki te kaiwhakarato mō tō amuamu

Me waea, tuhi atu rānei ki te kaiwhakarato mō tō amuamu ina pupū tonu mai te raruraru. Me āhukahuka te kaiwhakarato i tō amuamu me te kī atu anō ki a koe āhea nei ka whakautua koe. Me kōrero atu anō te kaiwhakarato ki a koe he mema ia nō te Tautohetohe Whaipainga, ā, me ō tika ki te whakamahi i a Tautohetohe Whaipainga mēnā kāore e taea e koe tō amuamu te whakarite me te kaiwhakarato.

E 20 ngā rā mahi ki te kaiwhakarato ki te mahi tahi me koe ki te whakarite i te amuamu. Ka taea e te kaiwhakarato te tuhi ki a koe i roto i ngā rā mahi 20 mō tētahi atu 20 rā mahi atu anō, engari me whai take tika tonu mō te tonu wā atu anō.

Ka taea e koe te whakapā atu ki a Tautohetohe Whaipainga mēnā e whakapono ana koe kāore koe e arohia e tō kaiwhakarato tō amuamu, ka pā mai rānei he raruraru nui ki a koe i te tatari.

**Ka taea e koe te waea mai i ngā wāhanga katoa mō ngā tohutohu mō te tukanga amuamu.**



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### Whakapā atu ki Tautohetohe Whaipainga mō tō amuamu

Ki te kore e taea e koe he amuamu te whakatau me te kaiwhakarato, ka taea e mātau te mahi tahi me ngā rōpū e rua ki te rapu i tētahi putanga tōtika, pai hoki. Hei tauri, ka taea e mātau te:

- Hui i runga waea i waenga i a kōrua ko tō kaiwhakahaere
- Tiki tohutohu mātanga mō ngā take hangarau, ture rānei
- Tūhura i ngā meka o te amuamu me te whakawhiti kōrero i waenga i a kōrua ko te kaiwhakarato

Ki te kore tonu e whakaritea te amuamu, ka taea e te Kaikōmihana Tautohetohe Whaipainga te tūtohu i tētahi whakataunga.

Ka tūtohu pea te Kaikōmihana kia whakatikahia he pire e te kaiwhakarato, te tuku utunga ratonga kiritaki, he paremata rānei mō tō ngaronga, tūkinotanga rānei. I ētahi wā ka kitea e te Kaikōmihana i tika te urupare a te kaiwhakauru ki te amuamu.

Ki te whakaae koe ki te tūtohutanga, ka herea te kaiwhakarato. Ki te kore koe e whakaae ki te tūtohutanga, ka taea e koe te amuamu te tuku ki wāhi kē – hei tauri, te Disputes Tribunal.

## Kei konei mātau ki te āwhina



### Me pēhea te whakapā mai:

#### Tautohetohe Whaipainga (Utilities Disputes Ltd.)

(e mōhiotia ana ko te The Office of the Electricity and Gas Complaints Commissioner i mua)

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He kaiwhakamāori ā mātau e wātea ana mā te Language Line



He pai ki a mātau te waea mai mā Ngā Ratonga NZ Relay



Kimihia mātau i runga Pukamata

