



Finding it hard to pay your energy bill?

We know that any of our customers could be affected by serious financial hardship at some stage of their lives. If you're experiencing difficulties paying your bills, the last thing you want to worry about is how to keep essential services like electricity connected.

If you're experiencing serious financial hardship please call us on 0800 34 00 00 to let us know your situation. We'll discuss options with you such as:

- **Setting up a payment arrangement**
You may be able to pay off the overdue amount over a number of weeks.
- **SmoothPay**
With SmoothPay, you make regular direct debit payments of the same amount throughout the year. Smoothing out the highs and lows makes budgeting easier and does away with the shock of big winter energy bills. You choose how often to make payments – weekly, fortnightly or monthly to fit in with your pay cycle or what's most convenient for your lifestyle.
- **Social agency assistance**
You may be able to get extra assistance from Work and Income or another social agency. You can phone Work and Income on **0800 559 009**.
- **Budgeting advice**
You may want to get some budgeting advice if you often have trouble paying. This service is available free from the New Zealand Federation of Family Budgeting Services. There are also a number of other agencies that may be able to help, please contact us for more information.