

Veolia Customer Support Fund Guide

Purpose

Under a franchise agreement with Auckland Council, Veolia Water Services ANZ (Pty) Ltd - New Zealand ("Veolia") is responsible for delivering water and wastewater services to the residents of Papakura, Drury, Karaka, and Takanini areas of Auckland.

Veolia may provide financial support to domestic customers who are struggling to manage their water and/or wastewater costs. It is a discretionary customer support fund, fully funded by Veolia.

Payments from the Customer Support Fund are discretionary and are subject to the conditions outlined in this guide.

Applications to the Customer Support Fund may be suspended or terminated by Veolia at any time.

Who does it apply to?

The Customer Support Fund is available to domestic account customers only.

The Customer Support Fund

Depending on your individual circumstances, Veolia may:

- approve a payment arrangement to settle the overdue amount. The maximum term of the payment arrangement is six months;
- approve a write-off of part or all of the overdue amount to a maximum of NZD \$2,500;
- refer you to other organisations who may be able to provide additional assistance; or
- decline the application.

Eligibility

To be considered for assistance, you must be a domestic account customer of Veolia who:

- is the owner-occupier or tenant of the account property (landlords of tenanted properties cannot apply);
- has not expressly communicated to Veolia their refusal to pay their Veolia bill;
- has generally paid their Veolia bills on time in the past;
- has not received assistance from the fund in the past 36 months;
- agrees to work with a budget advisory service approved by Veolia;
- agrees to share their personal financial details with Veolia, including bank statements; and
- agrees to Veolia notifying their landlord (if applicable) about the application as the landlord is Veolia's account holder.

A customer is eligible to qualify for the Customer Support Fund assistance once in 3 years and the annual allocation to a single customer shall be limited to NZD \$2,500.

To receive financial support, you need to:

- be experiencing financial hardship. This means that you are likely to have difficulty paying your Veolia bills without affecting your ability to meet your basic living needs;
- show a willingness to endeavour to deal with your existing Veolia debt; and
- appear to Veolia to be able to pay future Veolia bills if financial support is approved by the Veolia Customer Support Fund committee.

Once you have been identified as eligible to be considered for assistance, your financial situation must be assessed by a budget advisory service.

Procedure

Step One - Complete an Application:

You will need to complete a Customer Support Fund application form. Please phone or email us to request a form or [click here](#) to download one. The relevant sections of the application form need to be completed by a budget advisor/financial mentor (a list suggesting budget advisors is on the back page of the application form). You will need to contact the budget advisor/financial mentor for an appointment to work with you to complete the form. The budget advisor will possibly make a recommendation on payments and write-offs to the Veolia bill.

Step Two - Submit the Application:

Submit the completed application form to Veolia. Make sure your budget advisor has completed their assessment, made a recommendation to Veolia, and has signed the application form.

If you are eligible to have your application considered, Veolia will temporarily put its credit management processes on hold from the date your application is received until a decision is made by Veolia regarding your application. This means you will not have any debt collection procedures applied in the meantime, including water restrictions.

If you do not meet the Customer Support Fund eligibility requirements, you will be advised and your application will be declined. Veolia will seek the payment of any overdue account balance.

Step Three - Assessment of the Application:

Veolia aims to assess Customer Support Fund applications every two months.

Depending on the circumstances, Veolia may:

- approve a payment arrangement,
- approve a write-off of part or all of the amount owed to Veolia, or
- decline the application.

We will keep you informed of when the Customer Support Fund Committee will be assessing your application

Step Four - Decision Making:

Veolia will carefully consider your application taking into account the information you have provided, and your payment history with us. Veolia will inform you and your budget advisor of our decision. The decision of the Hardship Committee is final.

Step Five - Implementation :

We will support you through any payment plan that has been approved by the Customer Support Fund Committee and we will check that payments meet the invoices.

If you do not adhere to a payment plan approved by the Customer Support Fund Committee, Veolia may terminate the payment plan and seek full payment of any overdue account balance.

Organisations that may be able to assist

Christian Care Budget Service

Tuesday - Friday 9:30 am-5.00pm

29 Broadway, Papakura, Auckland, New Zealand

09 298 8536

Papakura Budgeting Service Inc

Monday Tuesday Friday : 9:00am to 4:00pm Wed Thur: 9:00am to 7:00pm Saturday: 8:30am to 12:30pm

57 Wood Street, Old Central School, Papakura, New Zealand

www.papakurabudgetingservice.com - 24/7 chat feature

09 299 6881

Vaiola Pacific Island Budgeting Service - Manurewa Office

Monday to Thursday 9am-4.30pm Friday at the Manawatu CAB office on 7J Hill Road, Manurewa

Shop 5, 178 Great South Road, Auckland, New Zealand

09 280 4190

Training and Budget Services Inc

Tuesday to Friday 9am-4pm

129 Great South Road, Auckland, New Zealand

09 2799500 or 021772749

The Salvation Army Manukau Financial Mentoring Service

Monday - 10am to 3pm Tuesday - 9am to 3pm Wednesday - 9am to 3pm Thursday - 9am to 12noon Friday - 9am to 3pm

16B Bakerfield Place, Manukau, Auckland, New Zealand

Pakuranga & Howick Budgeting Service Inc (Otara)

Tuesday - 9.30am, 1pm Thursday - 9.30am - 1pm

Tupu Youth Library, 102 Dawson Road, Otara, New Zealand

0508 HELP4ME (0508 4357 463)

Papatoetoe Budgeting and Family Services

Monday to Friday 9.00am - 4.30pm

35 Saint George Street, Auckland, New Zealand

09 279 0415

Mangere Budgeting Services Trust (Otara)

Monday - Friday 9am - 4pm

Shop 1 and 2, 46 Fair Mall, Auckland, New Zealand

<http://mangerebudgeting.org.nz/>

09 274 6432

Mangere Budgeting Services Trust - Mangere East

Thursdays only

ME Family Centre, 7 Hain Avenue, Auckland, New Zealand

09 256 0810

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The Salvation Army Pukekohe Financial Mentoring Service

Tuesday - Friday 9am - 3.30pm

1 Tobin Street, Pukekohe, Auckland, New Zealand

09 238 5641

SAIPS (Otahuhu Home Budgeting Service)

Monday - Friday 8.30am to 4pm

12-16 High Street, Auckland, New Zealand

09 270 3546

Presbyterian Support Northern Budget & Money Management Service (Manurewa)

Monday to Friday 9am - 4pm (by appointment)

10 Mahia Road, Auckland, New Zealand

www.familyworksnorthern.org.nz

09 269 1009

Franklin Family Support Services

Monday to Friday 9am to 4pm Tokelauan, Tuvaluan, Wallisian, Samoan speakers

205 King St, Pukekohe, Auckland, New Zealand

09 238 6233

Society of St Vincent de Paul Otahuhu

Monday to Friday 9am - 3pm Options of phone or zoom meetings

47 Station Road, Otahuhu, Auckland, New Zealand

09 270 4088

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Manukau Urban Maori Authority

Monday to Friday 9am to 4.30 pm

Nga Whare Waatea Marae, 31 Calthorp Close, Favona, Auckland, New Zealand

09 277 7866

Budgeting and Family Support Services (Tuakau)

Monday - Friday 9am - 4pm

5 George Street, Tuakau, New Zealand

<http://mangerebudgeting.org.nz/>

09 236 9840