

# 06

## PEHTLEIHNAK NA NGEIHMI A CET BAL MAW?

Pehtleihnak a cah **ding si ahcun na** company nih thawngthanhnak an nin tuah ding asi. Kampani pehtlainak fiang deuh in theih nak caah hihi hman khawh asi.



### Pehtlainak peh tthan na duh ahcun;

- Na kampani kha CHAWN hna.
- Na bill ka pekpiak uh tiah HAL hna.
- Zeitikahdah pehtlainak cu hman tthan khawh asi lai ti HAL hna.

Ti le **mei tlaitu [Energy and Water Ombudsman (Victoria)] number 1800 500 509** ah chawn hna law, kanmah nih peh dingin kan nin bawmh lai.

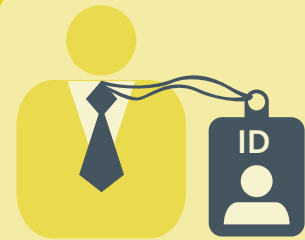
# 07

## THILCAWK/THILZUAR

Na kampani i thlen dingin thil zuartu pawl nih na innka an kingh silole an in chawnh khawh men.

**Kha bantuk thil zuartu hna kha chawnh nan duh hna lo ahcun.**

- 'Ka lunglut lo, kai lawm' tiah hei CHIM ko hna.
- Thil zuarpa kha kal tiah hei CHIM ko.



**Inn khat hnu inn khat ai chawhmi thil zuartu kha na chawnh hna hlanah, an ID kha hal hmasa hna.**

Hnatlaknak catlap (contract) pakhat cungah min na thut cang hnuah na lung nai thlen than ahcun, zungon ni 10 chung ah kampani kha chawn hna law khensel tthan khawh asi ko.

Thil zuartu hna nih phone zongin an in chawnh men lai. Ka chawn hna hlah seh ti na duh ahcun **1300 792 958 (Do Not Call Register)** ah chawn hna.

# 08

## NAI TTHIAL LAI MAW?



**Nai tthial ahcun, a donghnak phaisa pekding zat kha hal ta hna. Na address tha kha chim hna.**

## EWOV KHA PEHTLAINAK TUAH

Philh loding: Kanmah nan kan chawnh hlanah tlamtlin lonak kha na ti/elektrik le gas kampani hna he tawrel i zuam hmasa. Zei kampani dah ka hman ti nai fian tuk lo ahcun, phaisa peknak bill ah khan zoh.

1800 500 509 (Man lo) kha chawn.  
08:30 am – 5:00 pm (Nikhatni- Ningani)

Online kalnak: [www.ewov.com.au](http://www.ewov.com.au)  
Email kuatnak: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
Cakuatnak: Reply Paid 469 Melbourne VIC 8060 (Mitcaw pawl caah ttialmi ca zong kan cohlan ko)  
Fax kuatnak: 1800 500 549 (Man lo)

Holhlet bawmhlnak: 131450

Biachim le theih ai harhmi hna caah ram pumpi huap in mi bawmtu zung (National Relay Service) ah chawnh hna ding.  
Online: [www.relayservice.gov.au](http://www.relayservice.gov.au)

Chim le carel  
Bia na chim khawh ko nain, na hna a tthat lo ahcun: 133 677 silole 1800 555 677 kha chawn hna (manlo)

A ttial le hna ngeih  
Na hna nih a theih ko nain, bia na chim khawh lo ahcun, 133 677 silole 1800 555 677 kha chawn hna (Manlo)

Biachim le hna ngeih  
Telefon chungin bia theih nai harh ahcun: 1300 555 727 silole 1800 555 677 ah chawn (Manlo)



## MEI LE TI KONGAH AN BAWMTU

**Mei le Ti kong Bawmtu (Victoria) (EWOV)** nih **elektrik, gas** (LPG telhchihin) le ti kong ah **duhlonak** tete nan ngeihmi cung ah an in bawmh khawh.

**Kan nin bawmhnik cu man peek haulomi asi.**  
**1800 500 509 (Manlo)**  
Website: [www.ewov.com.au](http://www.ewov.com.au)  
Holhlehnak zung kha: **131 450** ah chawn

Hakka Chin



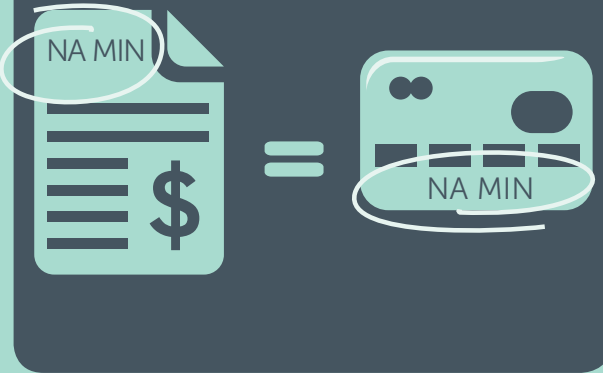
# 01

## INN LUH NAI TIM MAW?

Elektrik, gas le ti cu man an ngei.  
Elektrik, gas le ti hna kha ttha tein nai tawrel hna lai

### Atanglei bantu kin na tuah hna lai

- Elektrik, gas le mei kampani kha CHAWN hna.
- An nin tuahpiak khawhmi hna kha laak ka herh ko tiah CHIM hna.
- Na min kha CHIM hna, a cafang kha FONH piak hna, address zong kha chim hna.
- Man awl deuh in hmuhnak kat te na ngeih ahcun cu kat cung i na min le na chimhmi hna min kha AI KHAH a herh.



# 02

## NA DUHMI KAMPANI THIM HNA



Mei an petu kampani na thim lai.  
Pakhat le pakhat t ahcun na **Victorian Energy Compare 13 61 86** silole [compare.switchon.vic.gov.au](http://compare.switchon.vic.gov.au) ah chawn hna.



Ti petu kampani tu cu thim khawh asi lo.  
Na umnak hmun i ti petu kampani theih na duh ahcun, na umnak nawlgeitu (council, settlement worker) hna le na inn pawngkam hna sinah hei hal hna. Silole [www.water.vic.gov.au](http://www.water.vic.gov.au) ah kal law zoh.

# 03

## PHAISA KHAWN

Mei, gas le ti tam deuh na hman ahcun phaisa tamdeuh a dih lai. Inn na hmanmi thilri cheukhat hna cu mei a heu ngaimi an si.



Inn lumnak, erkhon le thil roternak hna nah man tikah i RALRING hna. Ti pep zong kha phih philh hlah.

# 04

## PHAISA PEKNING

Mei, gas le ti na hmanmi nai pek lai. Phaisa pekning na pek lo ahcun na mei kha phih piak silole na ti ngahmi kha an nin phih piak lai.

Phaisa kha hi tihin na pek lai:



- Australia post zungpi ah.

### centrelink

- Na Centrelink peknak chungin tlawmpal tete in na pek khawh. Centrelink kha Centrepay zeitindah hman asi tiah hal hna.



- Debit silole a ba in hman chung khawh asimi kat hmang in telefon chungah pek khawh asi.



- Online bank in pek khawh asi.

# 05

## PHAISA PEKNAK AH CAAN TAMDEUH NA HERH MAW?

Na kampani nih bill phun thum an kuat khawh:

- Avoikhatnak phaisa halnak bill
- Theiher nak phaisa halnak
- Na hmang kho timi timi thawngthanhak

Bill na pek khawh lo i caan laak deuh na duh ahcun na kampani kha hei chim hna. Na kampani nih zeitindah na pek khawh timi plen an in tuahpiak khawh. Voikhat pek ah tlawm tete pek ding zong an in tuah piak khawh.

### Na kampani nih an bawmh khawhmi a dangdang zong an um kho men:

Man awl deuhin hmuh khawhna kat

- Cozah bawmhna asimi thilri hmanna bawmhna
- Phaisa kong hlatlhlay duhmi manlo in hlatlhlay khawhna
- Ti le mei semret deuh in hmanding inn kai in i chimhna.

Bawmh hal na duh ahcun, **Energy and Water Ombudsman (Victoria)** kha **1800 500 509** kha chawn hna.