ELECTRICITY AND GAS
When you move into a new home ask your landlord or real estate agent for the name of the electricity or gas supplier for your property. Piped natural gas is available in many areas, or in LPG cylinders. Some suppliers may ask you to pay a deposit, which will be included in your first bill. Electricity and gas use is metered, and companies bill their customers monthly.

To find a list of electricity supply companies in Wellington visit yellowpages.co.nz and search for ‘Electricity Supply Retail’ in Wellington.

For more information about electricity or gas supply and pricing, contact:
- Consumer.Powerswitch – phone 0800 266 786 or visit powerswitch.org.nz
- Electricity Authority – phone 460 8860 or visit ea.govt.nz
- Electricity and Gas Complaints Commission – phone 0800 223 340 or visit egcomplaints.co.nz

Most New Zealanders do their best to use electricity efficiently. You can learn more about ways to conserve electricity from Energy Efficiency and Conservation Authority at eeca.govt.nz

TELEPHONE AND MOBILE PHONE SERVICES
You can choose from a range of companies to set up your home phone service. There may be a phone in the house when you move in, or you can buy one from a shop or department store selling electronic goods or from a phone company. Pricing plans vary widely.

Mobile phone services are available from Telecom, Vodafone and 2 Degrees. Mobile phones are sold at electronic goods shops or specialist phone shops.

Public phones in town centres and suburban areas use pre-paid phone cards. These are available from supermarkets, newsagents or many corner dairies.

INTERNET SERVICES
There are a number of internet providers offering broadband internet and dial-up plus a range of mobile and wireless services.

The main telephone and internet service providers are:
- Telecom – phone 0800 225 598 or visit telecom.co.nz
  Telecom also has a Call Centre for speakers of Cantonese, Mandarin and Korean on 0800 168 168
- Vodafone – phone 0800 438 448 or visit vodafone.co.nz
- 2 Degrees – phone 0800 022 022 or visit 2degreesmobile.co.nz
- Woosh – phone 0800 4 96674 (0800 4 woosh) or visit woosh.com

TELEVISION
In Wellington you can receive many free television channels including TV One, TV2, TV3, C4, Prime, Māori Television. More television channels are available through the pay television services offered by Sky and TelstraClear. There is no television licence fee in New Zealand.

RUBBISH AND RECYCLING
Wellington City Council collects rubbish and recycling weekly on the kerbside throughout the city and suburbs. In the inner city, the Council collects the rubbish every night, and recycling once a week. All rubbish and recycling must be in the official Council rubbish bags. You can buy rubbish bags at the Council service centre at 101 Wakefield Street, supermarkets and some local shops. Green recycling bins for recycling glass can also be bought from the Council service centre. The Council provides wheelie bins or bags to collect paper, metals and plastics.

For more information about rubbish and recycling, visit Wellington.govt.nz or phone 499 4444.

DIAL 111 FOR EMERGENCY SERVICES
Contact phone numbers for the emergency services in Wellington are:
- 111 for ambulance, police and fire
- 0800 161 616 for deaf emergencies; text phone
- 0800 764 766 – (0800 POISON) for poisonous and hazard materials

You can dial 111 from any phone even if your phone runs out of credit. If you have difficulty communicating with police because of language, Police can provide an interpreter on the telephone. This is a free service. Simply ask for Language Line when you call police or visit a police station and tell them what language you speak. Language Line is only available from 9am–6pm Monday to Friday and Saturday 9am–2pm.
Wellington is located on or near several major earthquake fault lines. Almost all of Wellington’s buildings are well-designed and constructed to withstand even a major earthquake.

Wellington is also at risk from other natural hazards such as storms, tsunamis and wild fires. In the event of an emergency you will need to look after yourself until the emergency services can reach you.

Make sure that you have enough water and food stored for you and your family to be able to survive for at least three days. Some useful information about how to prepare for an emergency can be found at:

- Get Thru – getthru.govt.nz
- Wellington Region Emergency Management Office – gw.govt.nz under the section ‘emergencies and hazard management’.

Wellington City Council is your first point of contact for information about:

- building permits
- community safety, including hygiene, noise and dog control
- libraries
- liquor permits
- local business development
- roads and footpaths
- rubbish disposal and recycling

For more information about Council services, visit Wellington.govt.nz or phone 499 4444 – 24 hours a day, seven days a week. Free text 3400, email info@wcc.govt.nz, or call into our offices at 101 Wakefield Street.

To find out more about local social services in Wellington, visit the Wellington Citizens Advice Bureau website at cab.org.nz, phone 0800 367 222 or see the Community Directory on the Council website Wellington.govt.nz.

Supported by

Absolutely Positively Wellington City Council
Me Heke Ki Pöneke