Energy & Water Ombudsman NSW

ܡܘܕܟܢܘܬܐ ܥܡ ܙܒܘܢܐ ܕܒܝܬܐ، ܓܐܙ ܘܡܝܐ ܕܝܫܢܐ ܣܢܐ ܟܘ ܚܕ ܫܘܬ ܘܠܐ

ܐܢܬܘܢ ܒܪ ܡܚܕܪܐ ܒܪ ܦܘܬܘܪܐ ܕܒܝ ܙܒܢܐ ܟܘܬܘܢ ܒܝܬܐ ܘܓܐܙ ܐܘ ܡܝܐ؟

ܐܣܪ ܡܢܣ ܕܐܝܕܣܟܘܬܘܢ.

ܡܘܕܒ ܝܟܒܕܐ ܝܢ ܐܢܬܘܢ ܒܪ ܡܚܕܪܐ

ܡܕܟܪ ܐܡܘܡܘܢ ܒܪ ܦܘܬܘܪܐ ܕܒܝܬܐ، ܓܐܙ ܐܘ ܕܡܝܐ ܒܘܬ ܡܚܕܪܘܬܘܢ. ܝܢ ܗܒܢܣܟܘܬܘܢ ܠܒܪ ܡܐܕܟܫܬܐ، ܡܕܝܟܡܘܢ ܥܡ ܦܘܬܘܪܐ. ܐܘ ܡܝܒܬܘܢ ܕܡܟܠܒܬܘܢ ܡܢ ܒܪ ܒܝܕܐ ܐܘ ܡܢ ܒܪ ܐܕܥܐ ܕܒܝܬܘܬܐ ܕܐܡܘܬ ܒܪ ܦܘܬܘܪܐ ܡܢ ܝܟܘܬܘܢ.

ܝܢ ܗܘܡܘܣܟܘܬܘܢ ܒܪ ܦܘܬܘܪܐ ܒܠܒܘܦܘܢ، ܒܗܘܒܘܢ ܠܗ ܝܡܐ ܕܦܕܝܘܩܐ ܕܗܘܡܘܣܟܘܬܘܢ ܒܝܬܗ، ܒܪ ܗܒܡܘܩܐ ܘܝܕܐܬܐ ܕܐܡܘܡܐ. ܐܡܒܡܘܢ ܠܗܘܢ ܒܠܒܘܢ ܝܕܐܢܝ ܘܝܟܬܐ ܕܡܒܠܒܬܘܢ ܠܗܘܢ ܡܢ ܦܘܬܘܪܐ.

ܝܢ ܦܕܝܘܩܐ ܕܒܝܬܗ ܗܘܡܘܣܟܘܬܘܢ ܠܐ ܡܝܐܠܗ ܕܐܝܕܘܬܘܢ، ܒܠܘܒܘܢ ܕܐܡܘܡܒܬܘܢ ܒܪ ܒܪ ܡܕܒܕܬܐ (ܡܘܕܒܐ).

ܝܢ ܡܚܕܪܐ ܠܐ ܐܒܝܠܗ ܝܕܬܐ، ܡܕܝܡܘܢ ܒܠܒܘܦܘܢ ܥܡ ܐܘܡܒܕܘܡܫ ܕܟܘܙܐ ܘܡܝܐ ܕܐܘܣܕܬܐ ܕܒܝܘ ܫܘܬ ܘܠܐ (Energy & Water Ombudsman NSW (EWON)) ܒܪ ܦܠܒܘܦܘܢ ܡܢܝܢܐ ܡܢܝܢܐ 1800 246 545.

ܒܘܬ EWON

EWON ܝܠܗ ܐܝܕ ܥܡ ܐܢܒ ܐܢܬܐ ܠܗ ܐܘܣܕܬܐ ܕܒܝܘ ܫܘܬ ܘܠܐ ܕܐܢܬܘܢ ܡܚܕܪܐ ܒܪ ܦܘܬܘܪܐ ܡܘܐܕܢܐܒ ܒܝܬܐ ܘܓܐܙ. ܐܦܘ ܐܣܪ ܡܢܣ ܕܐܝܕܣ ܒܥܕܪܐ ܕܐܢܕܚܐ ܡܒܠܢܐ ܒܘܬ ܡܝܐ.

ܝܠܡܐ ܕEWON ܝܠܗ ܡܡܕܒܠܘܢ ܡܐܢܬܐ، ܝܬܐ ܘܝܐܕܐ ܣܢܐ.

ܐܣܪ ܝܠܗ ܐܝܕܣ ܒܥܕܪܐ ܕܡܚܕܪܐ ܐܝܟ:

- ܣܘܥܪܬܐ ܕܡܝܐ (ܒܡܘܬܐ ܕܬܐ ܒܘܒ ܕܡܐ ܣܠܗ ܡܢ ܕܗܒܕܐ ܣܗܘܢ ܗܘܐ)
- ܕܝܬܐ ܘܡܡܘܢܬܐ ܕܦܕܐܠܐ
- ܡܠܟܐ ܕܒܝܬܐ، ܓܐܙ ܐܘ ܕܡܝܐ
- ܦܐܣܐ ܐܘ ܕܒܕܐܬܐ ܕܣܘܥܪܬܐ
- ܡܢܝܢܐ (ܒܡܒܕܒܝ) ܕܒܝܬܐ ܐܘ ܕܓܐܙ
- ܘܒܬܐ ܘܘܬܬܐ ܕܟܘܙܐ
- ܝܠܡܗ ܕܘܒܘܬܐ ܠܐ ܡܕܕܢܥܐ (ܠܐ ܣܠܗ ܝܩܒ)
- ܒܓܘܬܐ ܕܡܘܕܘܬܐ (ܝܢ ܠܐ ܣܗܘܢ ܝܡܕܝܢ ܒܘܕܫܐ ܕܒܝܬܐ ܐܘ ܓܐܙ ܐܘ ܡܝܐ ܦܒܝܐ ܣܢܐ ܡܘܡܟܝܢ ܠܒܢܬܘܢ)
- ܒܠܒܐ ܕܦܘܕܢܬܐ ܕܣܘܟܠܐ (ܒܡܡܝܟܡܒܝ)

EWON ܡܝܐ ܕܡܕܝܘ ܕܒܪ ܦܟܫܐ ܕܒܘܦܘܪܐ ܕܒܝܠܗ ܐܕܥܐ ܕܒܝܘܬܐ ܒܒܕܐ ܥܡ ܥܕܪܐ ܕܕܘܕܝܐ ܕܐܡܘܬ ܒܡܘܬܘܢ ܒܘܬ ܡܚܕܪܘܬܘܢ، ܐܘ ܐܣܪ ܒܠܒܐ ܝܕ ܐܣܢܣܠܗ ܡܒܠܐܘܬܘܢ.

ܕܐܒܝ ܝܡܟܢܐ ܠ EWON

ܣܘܡܐ ܦܠܒܘܦܘܢܐ ܡܢܝܢܐ 1800 246 645
ܗܕܝܥܒܕܐ ܠܦܠ ܥܕܘܒܐ 9 ܒܕܡܐ ܐܦܠ 5 ܒܕܡܐ

ܝܢ ܝܡܕܢܐ ܣܗܘܢ ܡܢ ܒܪ ܡܦܬܝܠ ܦܠܒܘܦܘܢ، ܡܕܝܟܡܘܢ ܠܐ ܘܐܣܪ ܝܕ ܥܕܣܟܘܬܘܢ.

www.ewon.com.au

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TTY: 133 677

ܒܕܒܕܐ (ܦܘܣܬܐ) ܡܢܝܢܐ: Reply Paid 86550

Sydney South NSW 1234

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ܝܠܡܗ ܕܡܐܕܟܫܬܘܬܐ

ܝܢ ܗܒܢܣܟܘܬܘܢ ܠܒܪ ܡܐܕܟܫܬܐ، ܡܕܝܡܘܢ ܥܡ ܝܠܡܗ ܕܡܐܕܟܫܬܘܬܐ ܘܕܦܘܒܫܐ

(Translation and Interpreting Service (TIS)) ܒܪ

ܦܠܒܘܦܘܢ ܡܢܝܢܐ 131 450 ܘܡܠܘܒܘܢ ܡܢܝܢܐ ܕܥܕܒ ܥܡ

EWON ܒܪ ܦܠܒܘܦܘܢ ܡܢܝܢܐ 1800 246 545

ܡܕܒܪܢܘܬܐ ܕܣܘܥܪܢܘܬ̈ܟܘܢ ܕܢܘܗܪܐ ܘܕܡܝ̈ܐ

ܦܘܫܚܐ ܘܡܕܒܪܢܘܬܐ ܕܣܘܥܪܢ̈ܐ

ܐܢܫܝܢܐ ܝܠܗ ܕܦܫܚܝܬܘܢ ܚܕ ܣܘܥܪܢܐ ܕܝܗܒܐ ܚܠ ܐܝܟ ܕܡܫܘܝܐ ܝܘܢ ܠܟܘܢ ܚܕ ܦܢܝܐ ܫܪܝܬܐ. ܐܢ ܟܐ، ܒܦܢܝܬܐ ܝܗܒܬܘܟܘܢ ܟܠܟܐ ܕܦܪܝܣ ܝܬܘܢ. ܐܢ ܦܢܘܬܘܟܘܢ ܐܝܬܠܗ ܝܠܦܐ ܕܟܐܣ ܦܝܫ ܕܦܠܚܝܬܘܢ ܟܐ، ܒܦܢܝܬܐ ܐܚܪܬܐ ܚܒܝܫܐ ܝܘܢ ܕܦܫܚܝܬܘܢ ܚܕ ܣܘܥܪܢܐ ܕܟܐܣ. ܡܨܝܬܘܢ ܕܡܚܒܝܬܘܢ ܕܡܫܬܘܝܬܘܢ ܡܢ ܚܕܐ ܒܘܡܦܝܢܝܐ ܕܝܗܒܬܐ ܠܐ ܕܟܐܣ ܠܚܕܐ ܐܚܪܬܐ. ܡܨܝܬܘܢ ܠܚܘܦܐ ܥܠ ܒܪܘܚܐ ܕܐܢܛܪܢܝܛ: www.energymadeeasy.gov.au ܝܗܒܬܐ ܠܗ ܡܕܒܪܢܘܬܐ ܕܒܘܬ ܠܫܒܥܐ ܝܠܗ ܥܠ ܦܢܘܬܘܟܘܢ. ܐܦ ܬܘܦܐ ܒܝ ܡܫܘܠܛܘܬܐ ܝܠܦܬܐ ܦܪܝܫܐ ܕܦܢܝܬܐ ܝܢܐ ܡܘܡܕܪܝܐ ܠܗ ܦܥܠܘܬܟܘܢ ܘܒܝ ܡܕܝܢܬܘܢ ܒܝܬܐ ܕܫܪܐ ܒܘܡܦܝܢܝܐ ܥܡ ܒܝܬܐ ܕܐܝܬ ܐܚܪܬܐ.

ܐܝܟ ܕܝܕܥܝܬܘܢ ܠܘܟܘܢ ܒܠܝܘܬ ܣܘܥܪܢ̈ܐ ܐܝܟ ܕܡܫܘܝܐ ܝܘܢ ܡܢ ܚܕ ܦܢܝܐ ܠܚܕ ܐܚܪܬܐ، ܘܡܕܐ ܕܐܚܝܕ ܦܪܥܝܬܘܢ ܥܠ ܒܦܢܝܬܐ ܕܝܗܒܐ، ܐܝܟ ܐܘ ܕܡܝ̈ܐ ܕܡܘܦܩܝܬܘܢ ܝܘܢ. ܘܐܦ ܡܥܕܝ ܡܨܝܬܘܢ ܕܡܫܢܝܬܘܢ ܠܗ ܒܦܠܚܘܬܟܘܢ.

ܣܘܥܪܢ̈ܐ ܕܡܝ̈ܐ

ܐܢ ܡܫܘܝܐ ܝܘܢ ܠܟܘܢ ܚܕ ܒܝܬܐ ܕܐܘܡܒܥܬ ܒܗ ܦܘܡ ܘܠܗ، ܐܘ ܠܟܘܢ ܚܕ ܦܪܕ ܕܡܕܒܪܝܐ، ܐܘ ܠܟܘܢ ܚܕ ܒܝܬܐ ܕܐܝܟܢܝܬܐ ܕܝܗܒܐ ܒܐܪܥܐ ܐܚܪܬܐ ܕܐܝܬܠܟܘܢ ܡܫܘܚܬܐ ܕܡܝ̈ܐ ܕܡܢܝܢܐ، ܒܦܢܝܬܐ ܒܠܚܘܕ ܕܝܕ ܦܪܥܝܬܘܢ ܥܠ ܡܝ̈ܐ ܕܡܫܬܡܫܝܬܘܢ ܝܘܢ. ܒܫܪܟܐ ܡܢ ܦܪܥܐ ܕܡܘܠܟܢܐ ܐܢ ܚܒܝܫܐ ܝܘܢ ܕܦܪܥܝܬܘܢ ܥܠ ܡܝ̈ܐ.

ܦܪܥܐ ܕܣܘܥܪܢܘܬ̈ܟܘܢ

ܡܨܝܬܘܢ ܙܒܢ̈ܐ ܒܝ ܡܚܠܝܬܘܢ ܣܘܥܪܢ̈ܐ ܕܝܗܒܐ ܘܕܟܐܣ ܘܕܡܝ̈ܐ ܚܠ ܐܝܟ ܡܫܚܝܐ، ܘܡܨܝܬܘܢ ܡܫܚܝܐ. ܐܢ ܟܐ ܡܘܫܟܚܝܬܘܢ ܣܘܥܪܢܘܬ̈ܟܘܢ، ܡܨܝܬܘܢ ܥܡ ܒܘܡܦܝܢܝܐ.

ܡܨܝܬܐ ܙܒܢܐ ܕܒܘܡܦܝܢ̈ܝܐ ܒܝ ܡܫܒܠܚܬܘܢ ܕܦܪܥܝܬܘܢ ܠܘܟܘܢ ܣܘܥܪܢܘܬ̈ܟܘܢ ܒܐܘܪܚܐ ܕܡܫܕܪܬܐ ܕܝܗܒܬܐ، ܥܠ ܦܠܘܚܐ ܐܘ ܒܡܫܕܪܬܐ ܕܝܗܒܐ ܕܝܗܒܬܐ ܕܡܬܦܢܝܢܘܬܐ (ܒܕܪܒܐ ܟܐܪܕ)، ܒܐܘܪܚܐ ܕܐܢܛܪܢܝܛ ܐܘ ܒܐܘܪܚܐ ܕܣܢܬܪܦܐܝ (Centrepay). ܐܢ ܐܢܫܝܢܐ ܒܗܘܢ ܡܚܠܟܐ ܕܐܝܟ ܡܢ ܚܘܠܛܢܐ، ܡܨܝܬܘܢ ܕܡܚܒܝܬܘܢ ܝܗܒܬܐ ܫܪܐ ܒܡܫܘܚܬܐ ܪܘܒܐ ܡܢ ܦܪܥܢܘܬ̈ܟܘܢ ܥܠ ܒܘܡܦܝܢܝܐ ܕܝܗܒܐ ܐܘ ܟܐܣ ܐܘ ܕܡܝ̈ܐ ܒܡܫܕܪܬܐ ܕܡܬܦܢܝܢܘܬܐ.

ܡܬܦܢܝܢܘܬܐ (ܘܡܣܝܡܘܬܐ) ܕܒܘܬܟܘܢ ܐܝܠܗ ܕܦܪܥܝܬܘܢ ܠܘܟܘܢ ܣܘܥܪܢܘܬ̈ܟܘܢ ܒܙܒܢܐ. ܐܢ ܠܐ ܡܨܝܬܘܢ ܕܦܪܥܝܬܘܢ ܠܗ ܚܕ ܣܘܥܪܢܐ، ܡܨܘܡܘܢ ܥܡ ܒܘܡܦܝܢܝܐ ܐܝܟ ܒܡܕܐ ܕܐܦܠܓܐ ܡܬܡܨܝܢܘܬܐ ܐܝܠܗ ܠܡܚܘܝܐ ܡܕܪܫܬܐ ܡܢ ܥܘܕܪܢܐ.

ܒܡܫܘܚܬܐ ܡܬܡܘܢܝܬܐ ܕܣܘܥܪܢ̈ܐ

ܡܨܝܬܘܢ ܒܬܪܝܨܐ ܒܝ ܡܚܠܝܬܘܢ ܚܕ ܣܘܥܪܢܐ ܥܠ ܒܡܫܘܚܬܐ ܕܝܗܒܐ ܐܘ ܟܐܣ ܕܡܘܦܩܝܬܘܢ ܝܘܢ. ܐܢܐ ܒܝ ܦܪܫܐ ܒܒܠܟܐ ܒܢܝܕ ܚܕ ܬܪܢܢܐ ܕܡܫܘܚܬܐ ܗܘ ܕܟܝ ܐܦܠܐ ܠܚܘܝܬܘܢ ܝܡܕܐܝܗ ܡܫܘܚܬܐ. ܐܝܟ ܐܝܠܗ ܕܐܢܫ ܬܪܝܨܝܗ ܡܫܘܚܬܐ ܟܐ ܒܝܘܡܬܐ ܡܢ ܣܪܐ ܒܘܬܐ ܒܚܠ 12 ܝܪܚܐ.

ܐܢ ܡܫܘܚܬܐ ܠܐ ܐܝܬܗ ܦܝܫܐ ܝܬܝܪܐ ܒܡܩܫܐ ܕܝܬܝܪܐ ܕܣܘܥܪܢ̈ܐ، ܒܦܢܝܬܐ ܒܡܫܘܚܬܐ ܕܣܘܥܪܢ̈ܐ ܟܠܟܐ ܕܦܝܫܐ ܡܬܡܘܢܝܬܐ، ܒܥܒܪܐ ܥܠ ܒܡܫܐ ܝܗܒܐ ܐܘ ܟܐܣ ܡܘܦܩܝܐ ܝܘܢ ܒܙܒܢܐ ܐܘ ܥܠ ܒܡܫܘܚܬܐ ܡܬܚܫܒܢܐ ܡܘܦܩܝܐ ܒܚܕ ܙܒܢܐ ܕܡܢܝܢܐ. ܝܕ ܦܪܥܝܬܘܢ ܡܘܦܩܝܐ ܥܠ ܝܬܝܪܘܬܐ ܕܣܘܥܪܢ̈ܐ ܐܢ ܒܡܫܘܚܬܐ ܕܣܘܥܪܢ̈ܐ ܦܝܫܐ ܝܠܗ ܒܥܒܪܐ ܥܠ ܡܦܠܚܐ ܒܪܝܪܬܐ ܐܘ ܥܠ ܡܦܠܚܐ ܡܬܡܘܢܝܬܐ.

ܐܢ ܣܘܥܪܢܘܬ̈ܟܘܢ ܦܝܫܐ ܝܠܗ ܡܬܡܘܢܝܬܐ، ܟܠܟܐ ܕܣܘܥܪܢܘܬ̈ܟܘܢ ܗܘܝܐ ܒܘܬ ܬܘܪܬܐ ܡܢ ܒܡܫܘܚܬܐ ܡܘܦܩܝܐ ܕܝܗܒܐ ܐܘ ܕܟܐܣ، ܘܟܠܟܐ ܕܗܘ ܣܘܥܪܢܘܬ̈ܟܘܢ ܐܚܪܬܐ ܗܘܝܐ ܒܘܬ ܪܡܐ ܡܢ ܕܡܚܫܒܐ ܗܘܐ ܗܘܐ. ܐܢ ܒܡܫܘܚܬܐ ܕܣܘܥܪܢܘܬ̈ܟܘܢ، ܒܘܬ ܪܡܐ ܗܘܐ ܡܢ ܕܐܝܟ ܗܘܢܐ ܗܘܐ، ܒܡܫܘܚܬܐ ܙܘܕܪܐ ܝܕ ܦܝܫܐ ܡܬܚܫܒܬܐ ܐܝܟ ܕܗܘ ܣܘܥܪܢܘܬ̈ܟܘܢ ܐܚܪܬܐ. ܡܬܒܪܢܝܢ ܪܒܐ ܐܝܟܐ ܒܝ ܗܘܒ ܐܝܟ ܕܡܬܢܝܐ ܕܡܫܘܚܬܐ ܠܐ ܦܝܫ ܕܡܫܚ ܠܡܫܘܚܬܐ ܦܠܓ ܕܡܕܝܢܬܐ ܕܝܗܒܬܐ ܗܘܐ، ܐܘ ܒܝܠܐ ܕܚܕ ܟܠܒܐ، ܕܣܘܦܐ، ܕܟܘܠܗ ܒܘܪܝܐ ܐܘ ܕܒܪܟܘܬܐ. ܐܢ ܠܐ ܟܠܝܬܘܢ ܕܡܚܠܝܬܘܢ ܣܘܥܪܢ̈ܐ ܡܬܡܘܢܝܬܐ، ܗܘܡܐ ܐܢܫܝܢܐ ܝܠܗ ܕܡܫܝܢܐ ܠܡܫܘܚܬܘܟܘܢ ܗܘܢܐ ܒܢܝܢܐ. ܐܢ ܟܐ، ܟܠܟܐ ܕܦܝܫܐ ܚܠܝܦܐ ܡܬܢܘܬܟܘܢ ܕܡܕܪܝܬܘܢ ܚܕ ܘܚܕܐ ܥܠ ܣܪܐ ܡܕܪܫܐ ܕܐܝܟܢܐ، ܘܟܠܟܐ ܕܦܪܥܝܬܘܢ ܥܠ ܐܢܐ ܡܕܒܪܢܘܬܐ.

ܕܪܫܐ ܕܥܒܘܕܐ: ܐܓܘܪܬܐ (ܚܢܝܢܐ ܒܓܪܒ) ܦܠܚܬܐ ܡܢ ܟܘ ܒܝܬܐ ܕܟܐ ܡܕܒܪܝܐ ܥܠ ܒܘܡܦܝܢܝܐ ܕܝܗܒܐ ܘܟܐܣ

ܠܝܠܝܢ ܡܥܒܘܕܐ ܟܐ ܡܢ ܟܘ ܢܪܝܠܬܘܗ (ܒܝܬܐ) ܕܒܝܬܐ ܒܓܪܒ ܒܚܢܝܢܐ ܕܟܐܪ، ܐܝܟܢܐ ܗܘ ܟܐ ܡܘܕܝܟܐ ܥܠ ܒܘܡܦܝܢܝܐ ܕܟܐܣ ܘܝܗܒܐ. ܒܚܢܝܢܐ ܕܡܓܪܒ ܗܘܢܝܐ ܗܘ ܡܘܕܠ ܟܐ ܚܕ ܝܬܝܪܐ ܕܣܘܥܪܢ̈ܐ ܒܡܫܘܚܬܐ ܕ$485 ܥܠ ܝܗܒܐ ܘܟܐܣ ܡܘܦܩܝܐ ܟܘ ܒܝܬܐ ܡܢ ܚܢܝܢܐ ܕܣܘܪܝܐ ܗܘ ܚܢܝܢܐ ܕܡܓܪܒ ܗܘܢܝܐ. ܠܝܠܝܢ ܗܘܡܘܡܟܐ ܥܡ ܒܘܡܦܝܢܝܐ ܘܐܡܝܪܐ ܥܠܝܗܘܢ ܥܠ ܕܗܘ ܦܠܝܚܐ ܗܘܐ ܡܢ ܟܘ ܒܝܬܐ ܒܚܢܝܢܐ ܕܟܐܪ ܘܡܕܪܐ ܕܡܘܠܟܢܐ ܡܬܘܕܥ ܠܗ ܠܐ ܗܘܐ ܡܥܕܝ ܥܠ ܒܘܡܦܝܢܝܐ. ܐܝܟܢܐ، ܙܒܢ̈ܐ ܫܪܝܐ ܕܒܝܬܐ ܒܓܪܒ ܟܐ ܡܘܚܟܐ ܠܗܘܢ ܡܬܦܢܝܢܘܬܐ ܥܠ ܦܪܥܐ ܕܗܘܐ ܣܘܥܪܢܐ ܒܝܠܐ ܥܠ ܕܡܫܘܚܬܐ ܕܓܪܒ ܕܦܪܥܝܠܗ ܗܘܐ ܡܕܪܝܐ ܥܠ ܡܕܪܐ ܕܡܘܠܟܢܐ ܫܒܝܩܐ ܗܘܐ ܠܟܘܒܐ ܣܘܥܪܢ̈ܐ.

ܠܝܠܝܢ ܐܡܨܝܬܘ ܠܓܒ EWON ܝܗܒܬܐ ܡܕܪܫܬܐ. ܗܘ ܚܫܒܢܐ ܥܠ ܕܗܘ ܠܐ ܗܘܐ ܡܬܦܢܝܢܐ ܥܠ ܦܪܥܐ ܕܗܘ ܡܫܘܚܬܐ ܕܣܘܥܪܢ̈ܐ ܕܐܫܬܪܐ ܗܘܐ ܒܝܘܡܬܐ ܡܢ ܬܪܥܐ ܕܗܘ ܦܠܝܚܐ ܗܘܐ ܡܢ ܟܘ ܒܝܬܐ. ܐܢܚܢ ܡܘܦܪܡܢ ܥܠ ܠܝܠܝܢ ܥܠ ܕܐܝܬ ܙܒܢ̈ܐ ܟܠܟܐ ܕܗܘܐ ܡܬܦܢܝܢܐ ܥܠ ܦܪܥܐ ܕܒܠܝܘܬ ܡܫܬܘܝܐ ܗܘ ܕܗܘ ܝܘܡܬܐ ܐܝܟ ܕܡܘܕܥܢܐ ܦܝܫܐ ܐܝܬܗ ܡܘܕܝܢܐ ܥܠ ܕܙܒܢ̈ܐ ܐܚܪܢܐ ܠܐ ܐܝܬܗ ܝܢܐ ܟܘ ܕܗܘ ܐܬܪܐ ܐܘ ܕܐܝܟ ܙܒܢܐ ܐܚܪܢܐ ܦܫܝܛܐ ܐܝܬܗ ܚܕ ܣܘܥܪܢܐ ܥܠ ܕܗܘ ܐܬܪܐ.

ܐܢܚܢ ܡܘܣܝܚܢ ܥܠ ܠܝܠܝܢ ܕܡܚܘܝܢܐ ܝܬܝܪܐ ܥܠ ܒܘܡܦܝܢܝܐ ܕܡܬܒܪܢܝܐ ܐܢܐ ܠܗܝܡܢܘܬܐ ܐܝܟ ܕܦܠܝܚܐ ܗܘܐ ܡܢ ܟܘ ܒܝܬܐ. ܠܝܠܝܢ ܥܒܝܕܟܐ ܗܘܐ ܡܥܕܝ. ܒܘܡܦܝܢܝܐ ܚܠܝܐ ܠܗܘܢ ܠܡܚܕܪܘܬܐ ܥܠ ܕܠܝܠܝܢ ܡܬܦܢܝܢܐ ܗܘܐ ܕܦܪܥܢܐ ܗܘܐ ܠܗ ܚܠܝܗ ܣܘܥܪܢܐ، ܐܝܟܢܐ ܡܘܣܘܐ ܠܗܘܢ ܗܘܪܢܘܬܐ ܕܡܚܝܪܝܗ ܣܘܥܪܢܐ ܒܡܫܘܚܬܐ ܕ$219 ܐܝܟ ܚܕ ܪܡܘܙܐ ܕܝܠܦܐ ܕܙܒܢܐ. ܠܝܠܝܢ ܡܘܚܟܐ ܟܐ ܐܢܐ ܡܫܒܚܐ.

ܝܗܒܐ ܘܡܘܬܪܢ̈ܐ ܕܟܘܪܐ

ܒܘܡܦܝܢ̈ܝܐ ܕܟܘܪܐ (ܕܝܗܒܐ ܐܘ ܟܐܣ) ܒܝ ܡܚܠܝܬܘܢ ܡܘܬܪܢ̈ܐ ܠܡܫܘܝܐ ܡܢ̈ܝܢܐ (ܒܐܘܪܚܐ) ܒܐܘܪܚܐ ܕܐܢܛܪܢܝܛ، ܘܟܘ ܡܬܒܪܢܝܐ ܕܟܘܪܐ ܘܡܢ ܐܪܥܐ ܠܡܘܬܪܐ. ܐܢ ܚܕ ܡܘܬܪܢܐ ܕܟܘܪܐ ܐܝܬ ܠܗ ܠܡܫܟܚܬܘܢ، ܟܐ ܗܘܢܐ ܕܡܚܫܒܝܬܘܢ ܕܪܥܢܐ ܥܠ ܚܠ ܡܥܕܝ ܕܗܘܐ ܐܢ ܟܐ ܗܘܐ ܝܕܥܐ ܘܡܘܕܥܝܗ ܒܐܘܪܚܐ. ܐܢ ܠܐ ܗܘܐ ܡܬܘܕܥܐ ܒܝܘܡܐ ܡܥܕܝ ܕܦܢܝܐ ܐܝܟ ܡܘܬܪܢ̈ܐ ܡܫܟܚܬܘܢ، ܡܠܘܗ ܡܢ ܚܕ ܦܪܝܫܘܬܐ ܕܡܫܟܚܬܘܢ ܒܡܫܘܚܬܐ ܒܐܝܗ ܕܡܢܝܢܐ ܠܗ ܡܫܟܚܬܘܢ. ܐܚܪܢܐ ܡܨܝܬܘܢ ܕܡܝܘܡܝܬܘܢ ܥܡ EWON ܐܢ ܐܝܬܠܟܘܢ ܒܥܝܢܐ ܒܗܘ ܣܪܐ ܒܐܘܪܚܐ.

ܡܕܪܫܬܐ ܒܦܪܥܐ ܕܣܘܥܪܢܘܬ̈ܟܘܢ.

ܐܢ ܐܝܬܠܟܘܢ ܒܥܝܘܬܐ ܒܦܪܥܐ ܕܣܘܥܪܢܘܬ̈ܟܘܢ، ܐܡܪܐ ܐܝܬ ܡܕܪܫܬܐ ܕܡܨܝܬܘܢ ܡܚܠܝܬܘܢ ܟܐ. ܟܐ ܡܫܝܠܝܬܘܢ ܡܢ ܠܡܘܡܘܝܐ ܥܡ ܒܘܡܦܝܢܝܬܘܟܘܢ ܐܢ ܠܐ ܗܘܝܬܘܢ ܡܨܝܐ ܕܦܪܥܝܬܘܢ ܠܗ ܣܘܥܪܢܘܬ̈ܟܘܢ ܒܙܒܢܐ ܘܡܚܠܝܬܘܢ ܡܕܪܫܬܐ ܡܢ ܥܘܕܪܢܐ. ܐܢܐ ܝܕ ܡܚܟܝܢܐ ܟܐ ܐܝܟܢܐ ܕܡܬܘܟܘܢ ܘܡܥܕܝ ܕܡܚܘܝܠܗ ܗܘܝܬܘܢ ܠܐ ܦܪܝܣ ܝܬܘܢ.

ܐܦܠܐ ܡܨܝܬܘܢ ܕܡܫܟܚܬܘܢ ܡܢ ܚܕ ܚܒܪܐ ܐܘ ܦܠܚܐ ܕܟܢܘܫܬܐ ܕܐܘܡܒܘܕܣܡܢ ܥܡ ܡܬܪܓܡܢܐ ܡܢ ܝܬܘܟܘܢ. ܦܝܫܐ ܡܩܒܠܐ ܕܐܦܪܫܬܐ ܐܚܪܝܬܐ ܕܪܓܫܬܐ ܡܨܝ ܡܫܟܚܬܘܢ ܡܩܒܠܐ ܡܢܐ ܗܕܝܪܐ ܒܠܫܢܘܗ.

ܦܠܐܢ̈ܐ ܕܦܘܪܥܢܐ

ܐܢ ܦܠܢ ܐܝܬ ܠܗ ܚܕ ܗܘܝܕܐ ܥܡ ܡܩܢܘܝܐ ܕܝܠܗ ܦܪܥܬܘܢ, ܠܐ ܗܘܐ ܡܥܠ ܝܕܥ ܦܪܥܬܘܢ ܠܐ. ܦܠܢ ܒܐ ܬܚܡܐ ܠܘܟܘܢ ܕܦܪܥܬܘܢ ܠܗ ܚܕ ܫܘܥܬܢܐ ܐܘ ܚܕ ܙܒܢܐ ܒܚܕ ܡܗܝܐ ܕܝܕܥܬܐ. ܡܥܘܬܐ ܝܗܠܬܐ ܐܝܬܗ ܡܢ ܟܘܡܦܢܝܐ ܡܘܬܪܬܐ ܕܟܘܦܐ (ܝܕܥܐ ܘܡܝܐ) ܕܡܡܠܝܢ ܦܠܐܢ̈ܐ ܕܦܘܪܥܢܐ ܩܐ ܐܢܝ ܙܒܘܢܐ ܕܐܝܬ ܠܗ ܥܩܘܬܐ ܒܦܘܫܢܐ ܐܢܐ.
ܐܦ ܐܢ ܡܥܠ ܡܘܬܪܬܐ ܕܡܢܬܐ ܒܐ ܡܡܠܝܢ ܦܠܐܢ̈ܐ ܕܦܘܪܥܢܐ. ܡܨܝܬܘܢ ܥܡ EWON ܒܐ ܡܒܝܢܐ ܠܗܘܢ ܠܦܘܪܥܬܐ ܡܫܪܒܘܬܐ ܕܚܕܐ ܦܠܢ ܥܡ ܡܘܬܪܬܘܢ.

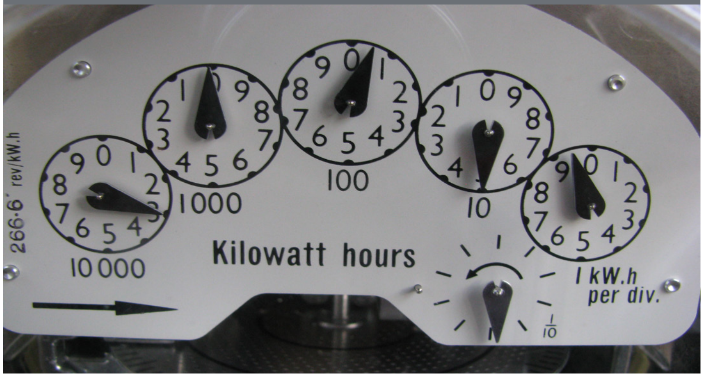
ܚܘܠܛܢܐ

ܟܘܠܗܬܐ ܕܐܘܚܕܢܐ ܕܝܠܗ ܩܘܡ ܩܝܡ ܘܟܘܠܗܬܐ ܦܪܕܐ̈ܠܢܐ ܒܐ ܢܘܒܢ ܚܕ ܦܣܬܢܐ ܕܚܘܝܕܐ ܒܬܪܥܐ ܕܣܘܟܢܬܐ ܕܝܕܥܐ ܘܡܝܐ ܠܡܝܘܪܐ ܩܐ ܐܢܝ ܙܒܘܢܐ ܕܠܣܒܝܪܐ ܗܢܐ ܕܡܦܠܚܬܘܢ. ܡܫܘܚܠܦܝ ܩܐ ܚܘܡܫܚܬܢܐ ܒܝ ܐܝܬܘܢ ܒܐ ܡܦܠܚܬܘܢ ܐܢܐ ܦܠܚܝ ܡܢ ܟܘܠܗܬܐ ܗܢܝ ܕܒܠܚܐ ܐܝܬܠܟܘܢ ܐܝܬܘܬܐ ܠܡܚܘܠܐ ܚܕ ܚܘܠܛܢܐ. ܩܐ ܟܘܠ ܙܘܕܐ ܡܘܕܥܢܘܬܐ ܟܘܠ ܒܝܐ ܚܘܠܛܢܐ ܘܕܝܢ ܡܠܟܒܬܘܢ ܠܗܘܢ، ܒܥܕܪ ܡܢ ܚܘܡܫܚܬܢܘܬܘܢ، ܐܘ ܒܥܕܪ ܡܢ ܗܡܦܕܠܒܝܬ ܐܘ ܡܫܝܢܕܪ ܠܢܘܦܐ: www.energy.nsw.gov.au.

ܪܝܫܢܝܬܐ ܕܝܘܬܪܢܐ: ܦܠܛܐ ܕܡܫܬܪܝܬܐ ܘܐܪܥܐ ܒܝܠܗ ܣܘܥܪܢܐ ܪܡܐ

ܐܡܪܝܢ ܒܐ ܫܢܬܐ ܕܥܒܪܬܐ ܠܗ ܣܕܪܐ ܢܐܪܝܟܐ (ܒܗܢܐ) ܕܝܩܝܢܐ ܗܠܝܢ ܠܗ ܚܕ ܒܝܬܐ ܕܥܩܪܬܐ ܬܘܪܩܝܐ. ܒܝܗܘ ܐܝܬܠܗ ܚܕ ܡܟܢܢܐ ܫܚܘܪܐ ܕܥܘܡܩܐ ܕܡܝܐ. ܩܘ ܡܘܒܠܗ ܚܕ ܣܘܥܪܢܐ ܡܡܘܕܪܐ ܕܝܕܥܐ ܒܚܫܒܘܢܐ ܕ$908. ܐܡܪܝܢ ܠܐ ܡܨܝܘܬܗ ܠܦܪܥܐ ܒܚܕ ܙܒܢܐ ܢܩܝܒ. ܩܐ ܗܘܐ ܐܡܪܐ، ܡܫܘܚܠܗ ܡܘܪܟܗ ܘܡܨܝܘܬܗ ܥܡ ܡܘܬܪܬܐ ܠܡܬܒܥܐ ܗܘܐ ܚܫܒܘܢܐ ܪܡܐ ܕܣܘܥܪܢܐ، ܒܗܝ ܕܗܢܐ ܚܫܒܘܢܐ ܒܗܘܐ ܗܘܐ ܡܢ ܐܝܟ ܪܡܐ ܡܢ ܣܘܥܪܢܐ ܥܢܝܐ، ܘܕܠܐ ܗܘܐ ܝܢܢܐ ܠܗ ܒܗܢܐ ܩܐ ܚܕ ܡܗܝܐ ܕܝܕܥܐ. ܡܘܬܪܬܐ ܠܐ ܡܩܒܠ ܠܗ ܕܒܫܘܠ ܠܗ ܚܫܒܘܢܐ ܡܡܘܕܪܐ، ܩܐ ܗܘܐ ܐܡܪܐ ܡܪܟܗ ܘܡܨܝܘܬܗ ܥܡ EWON ܠܡܥܕܪܢܐ ܡܘܬܪܬܐ. ܡܪܟܗ ܐܡܝܪܗ ܩܐܠ ܕܐܡܪܝܢ ܦܝܫܐ ܗܘܐ ܪܡܐ ܟܘܬܪܐ ܩܐ ܕܗܘ ܡܢܝܢܐ ܗܝܠܗ ܣܕܪܐ ܘܚܕܐ ܚܫܒܘܢܐ ܒܘܬܪܐ ܕܘܪܐ. ܡܣܝܟ ܦܘܪܡܐ ܝܗܒܬܐ ܕܡܘܬܪܬܐ ܡܛܪܢܐ ܕܣܘܥܪܢܐ ܕܟܘܦܐ (Energy Accounts Payment Assistance (EAPA)) ܩܐ ܡܪܟܗ، ܘܗܘ ܐܡܝܪܗ ܕܝܗܒ ܡܪܝܘ ܗܘܐ ܚܕ ܡܩܠܐ.

ܡܚܫܒܢܐ ܕܦܬܟܐ ܕܟܝܢܐ ܒܝܕ EWONܡܘܣܦ ܟܐ ܩܐ ܕܡܘܬܪܬܐ ܡܡܘܕܪܐ ܗܘܐ ܣܘܥܪܢܐ ܕܐܡܪܝܢ ܒܗܝ ܕܡܫܩܠܐ ܕܚܠܬܐ ܗܘܐ ܠܚܕܐ ܕܝܘܡܐ ܘܡܪܢܝܢܐ ܕܡܫܩܠܐ ܟܐ ܡܨܝ ܠܗ ܕܡܠܝܕ ܗܘܐ ܠܟܠܗ ܝܘܡܐ ܝܡܪܝܗ ܡܫܩܠܐ. ܚܫܒܘܢܐ ܡܡܘܕܪܐ ܦܫܛܐ ܗܘܐ ܒܥܒܪܐ ܥܠ ܚܫܒܘܢܐ ܕܝܕܥܐ ܡܘܩܝܣܐ ܒܪ ܒܗܘ ܡܗܝܐ ܒܝܥܬܐ ܕܟܠܒܪ، ܐܒܢܐ ܓܒ ܗܘ ܠܐ ܗܘܐ ܝܢܢܐ ܠܗ ܒܗܢܐ ܩܐ ܚܕ ܡܘܡܢܐ ܠܘܒܪܐ ܕܝܕܥܢܐ ܒܗܢܐ ܝܥܢܐ، ܚܫܒܘܢܐ ܡܡܘܕܪܐ ܪܡܐ ܪܡܐ ܗܘܐ. ܡܘܬܪܬܐ ܡܘܚܠܐ ܠܗ ܚܫܒܘܢܐ ܒܪܒܪܐ ܡܘܩܝܣܐ ܕܝܕܥܐ ܘܡܘܕܪܗ ܥܡ ܣܘܥܪܢܐ ܫܪܝܐ ܩܐ ܐܡܪܝܢ، ܘܐܗܐ ܡܘܚܠܦܐ ܠܗ ܚܫܒܘܢܐ ܕܐܡܪܝܢ ܡܥܒܪܐ ܗܘܐ ܕܦܪܥܝ ܟܐ ܠ $506. ܒܪ ܒܗܝ ܝܕܥܬܐ، ܐܡܪܝܢ ܡܝܠܗ ܒܦܘܪܥܐ ܕEAPA. ܒܗܢܐ ܐܘܪܚܐ ܐܡܪܝܢ ܡܨܝ ܠܗ ܕܦܪܥܝ ܗܘܐ ܠܗ ܣܘܥܪܢܐ.



ܐܝܢܐ ܘܦܐܣ (EAPA and PAS)

ܦܘܪܥܐ (ܒܘܦܪܐ) ܕܝܗܒܬܐ ܕܡܘܬܪܬܐ ܦܘܪܥܢܐ ܕܣܘܥܪܢܐ ܕܟܘܦܐ (Energy Accounts Payment Assistance (EAPA)) ܒܐ ܡܦܝܫ ܦܘܪܥܢܐ ܕܣܘܥܪܢܐ ܕܝܕܥܐ ܘܡܝܐ. ܐܦ ܐܢ ܡܥܠ ܡܘܬܪܬܐ ܕܡܢܬܐ ܒܐ ܩܒܠܬܘܢ ܒܘܦܪܐ ܕܝܗܒܬܐ ܕܡܘܬܪܬܐ ܦܘܪܥܢܐ ܕܣܘܥܪܢܐ
(Payment Assistance Scheme (PAS)) ܩܐ ܦܘܪܥܐ ܕܣܘܥܪܢܐ ܕܡܢܬܐ.

ܡܨܝܬܘܢ ܕܡܥܠܚܬܘܢ ܠܒܝܬ ܟܢܘܫܝܐ ܟܘܡܪ̈ܝܐ ܕܚܘܒܐ، ܐܝܟ ܥܕܬܐ ܒܫܡܐ ܕܡܫܝܚܐ (St Vincent de Paul) ܐܘ ܡܥܕܪܢܐ ܕܐܚܐ̈ܢܐ ܘܡܫܟܚܬܘܢ ܠܗܘܢ ܒܘܦܪܐ ܕܡܘܬܪܬܐ ܕ EAPA ܘ PAS ܡܝܢܝܗܝ. ܡܪܡܝܘܢ ܚܘܠܒܘܢ، ܩܐ EWON ܒܝ ܟܐ ܗܘܝ ܚܕܝܪ (ܐܚܪܢܐ) ܒܗܘ ܐܢܫܝܢ ܟܘܡܪ̈ܐ ܐܝܬܠܗ ܒܘܦܪܐ ܕܡܘܬܪܬܐ.

ܟܘܡܪ̈ܐ ܟܢܘܫܝܐ ܕܚܘܒܐ ܒܝܕ ܡܪܝܘ ܚܕ ܡܩܠܐ ܠܡܫܡܘܬܘܢ ܝܣܘܢܐ ܒܝ ܐܢܫܘܢ ܠܣܒܝܪܐ ܗܘܢ ܠܡܚܘܠܐ ܒܘܦܪܐ ܕܡܘܬܪܬܐ. ܐܢܫܝܢ ܐܝܬ ܦܪܘܦܝܣ ܕܣܘܥܪܢܐ ܒܝܫܝܬܘܢ ܡܢܐ ܡܨܝ ܕܡܦܠܚ ܡܘܬܪܬܐ، ܘܐܢܬܩܘܢܐ ܗܠܝܢ ܕܠܚܠܒܬܘܢ ܠܗ ܝܬܝܪܐ ܕܣܘܥܪܢܐ ܠܡܫܡܘܬܘܢ ܠܡܫܘܚܠܦܐ ܚܕܐ ܗܘܢ ܕܡܢܝܐ.

ܣܘܦܘܪ ܕܝܬܡܘܬܐ

ܦܝܫܐ ܗܠܝܢ ܗܒܝܪܬܐ ܡܢ ܡܘܬܪܬܐ ܕܝܕܥܐ ܘܡܝܐ ܕܡܨܝܬܘܢ ܗܒܪܬܐ ܩܐ ܙܒܘܢܐ ܠܣܒܝܪܐ ܒܐܘܪܚܐ ܕܣܘܦܘܪܝܘܢ ܕܝܬܡܘܬܐ. ܐܢܐ ܣܘܦܘܪ ܡܨܝ ܕܡܦܝܫ ܩܐ ܐܢܝ ܙܒܘܢܐ ܕܠܗ ܣܒܝܪܐ ܕܝܬܡܘܬܐ ܥܡܘܩܬܐ ܗܠܝܢ ܘܕܘܪܐ ܕܝܕܥܢܝܘܢ ܘܡܫܟܚܝܘܢ ܠܐ ܦܪܥܝ ܡܦܠܚܝܢܐ ܘܡܪܐ ܦܪܥܝ ܟܬܒܐ ܦܘܪܥܢܐ ܕܣܘܥܪܢܝܘܢ. ܐܦ ܐܢ ܡܥܠ ܡܘܬܪܬܐ ܕܡܢܬܐ ܐܝܬܠܘܢ ܣܘܦܘܪ ܕܝܬܡܘܬܐ. ܡܨܝܬܘܢ ܥܡ ܚܘܡܫܚܬܢܘܬܘܢ ܝܣܘܢܐ ܒܝ ܠܣܒܝܪܐ ܗܘܢ ܕܡܫܟܚܬܘܢ ܗܒܪܬܐ.

ܒܝ ܐܝܬܠܘܢ ܐܝܟ ܣܘܥܪܢܐ ܕܣܘܥܪܢܘܬܘܢ، ܡܨܝܬܘܢ ܥܡ ܚܘܡܫܚܬܢܘܬܘܢ ܐܝܟ ܚܕܐ ܕܐܠܦܢܐ ܡܫܘܚܠܦܐ ܗܠܝܢ ܗܘܕܐ ܕܝܕܥܘܢܘܬܘܢ، ܟܘܠܗܘܢܘܬܘܢ ܐܘ ܡܬܒܘܬܘܢ، ܟܐ ܦܪܥܝ ܡܦܠܚܝܢܐ.

ܡܠܟܢܘܬܐ ܥܡܠܝܬܐ

ܡܠܟܢܘܬܐ ܥܡܠܝܬܐ ܚܕܐ ܡܫܡܫܬܐ ܡܦܪܫܬܐ ܗܠܝܢ ܕܒܐ ܦܐܝܐ ܡܘܡܪܢܬܐ ܒܝܕ ܪܒܐ ܘܡܠܟܢܘܬܐ ܕܟܢܘܫܬܐ. ܐܝܕ ܡܠܟܢܐ (ܢܘܡܪܐ ܕܒܝܒܘܫ) ܥܡܠܝܢܐ ܡܨܝ ܕܡܝܕܥܬܘܢ ܠܡܚܫܒܬܐ ܚܕܐ ܐܝܟ ܠܗ ܡܫܬܥܘܬܘܢ ܕܦܪܥܝܬܘܢ. ܐܢܐ ܡܘܕܥܢܘܬܐ ܒܝܕ ܡܝܕܪܐ ܠܗܘܢ ܚܕܐ ܕܣܘܥܪܢܐ ܦܠܢ ܕܠܗ ܡܫܬܥܘܬܘܢ ܠܝܠܗ ܥܡ ܡܘܬܪܬܘܢ. ܠܡܫܟܚܘܬܐ ܐܝܕ ܡܠܟܢܐ، ܡܪܡܝܘܢ ܩܐ ܬܚܘܡܐ ܕܡܠܟܢܐ ܥܡܠܝܢܐ ܕܐܝܬ ܩܘܡ ܩܝܡ (Financial Counsellors’ Association of NSW) ܥܠ ܥܠܒܘܢ ܡܢܝܢܐ 1300 914 408 ܐܘ ܡܫܝܢܕܪ ܠܢܘܦܐ www.fcan.com.au.

ܣܘܥܪܢܐ ܠܐ ܦܪܝܥܐ ܘܚܒܠܐ ܕܝܪܢܐ

ܒܝ ܠܚܕܐ ܗܘܢ ܒܦܪܥܢܘܬܘܢ ܘܐܝܕ ܚܘܫܒܢܐ ܕܝܪܢܐ (ܐܦ ܐܢ ܦܪܘܐ ܒܐ ܦܝܫ ܒܕܝܠܐ ܒܝܕ ܡܘܒܠܐ ܕܡܡܠܟܢܘܬܐ ‘mercantile agent’) ܠܡܕܪܟܗ ܕܡܫܝܢ ܠܘܟܘܢ، ܡܪܡܝܘܢ ܥܠ ܣܘܦܐ ܚܒܝܠܐ ܕܝܘܦܐ ܘܕܝܪܢܐ (Credit & Debt Hotline) ܡܢܝܢܐ 1800 808 488 ܠܡܚܘܠܐ ܡܠܟܐ ܡܢܬܢܐ، ܐܘ ܡܨܝܬܘܢ ܥܡ EWON.

ܡܫܟܠܘܬܐ

ܡܐ ܕܐ ܠܟܠܝܬܐ ܒܝ ܝܕܥܬܘܢ ܐܘ ܟܘܠܗܬܘܢ ܐܘ ܡܬܒܘܬܘܢ ܦܣܩܐ ܗܘܢ ܡܫܠܡܢܐ

ܒܝ ܝܕܥܬܘܢ ܐܘ ܟܘܠܗܬܘܢ ܐܘ ܡܬܒܘܬܘܢ ܦܣܩܐ ܗܘܢ ܡܫܠܡܢܐ، ܡܨܝܬܘܢ ܥܡ ܡܘܬܪܬܘܢ ܠܡܫܘܚܠܦܐ ܩܐ ܕܡܥܒܕܪ ܦܣܝܩܘܬܘܢ ܐܗܒܪܐ. ܐܦ ܐܢ ܚܪܝܐ ܡܫܟܠܘܬܐ ܒܐ ܡܝܩܪܐ ܒܝܠܘܟܘܢ، ܐܒܢܐ ܒܝ ܡܘܢܝܐ ܗܠܝܢ ܒܗܝ ܕܐܫܘܢ، ܠܐ ܗܘܢ ܦܪܥܝܗ ܣܘܥܪܢܘܬܘܢ، ܒܗܢܐ ܐܘܪܚܐ ܕܚܕܪܝܢ ܕܡܫܟܠܬܘܢ ܠܒܝܕ ܗܘܢܐ ܥܡ ܡܘܬܪܬܐ ܒܘܝ ܦܪܥܢܐ ܕܚܫܒܘܢܐ ܕܝܢܝܐ ܗܘܢ ܡܢ ܩܕܡ ܕܡܥܒܕܪ ܦܣܝܩܘܬܘܢ ܐܗܒܪܐ. ܐܦܠܐ ܐܝܟܐ ܕܦܪܥܬܘܢ، ܣܪܐ ܚܫܒܘܢܐ ܩܐ ܕܡܥܒܕܪ ܦܣܩܝ ܗܘܢ ܐܗܒܪܐ. ܒܝ ܐܝܬܠܘܢ ܐܝܟ ܥܩܘܬܐ ܒܡܫܟܠܬܐ ܠܒܝܕ ܗܘܢܐ، ܡܨܝܘܢ ܥܡ EWON ܠܡܚܘܠܐ ܡܘܬܪܬܐ.

Energy & Water Ombudsman NSW

ܡܘܕܝ ܝܠܗܘܢ ܐܢܝ ܐܢܫܐ ܠܗ ܡܘܥܝܩܘܬܐ ܕܦܪܥܘܢܐ ܐܘ ܟܗܪܒܘܢܐ ܐܘ ܡܝ̈ܘܬܐ ܦܠܚܝ ܡܫܟܚܝ

ܐܢܝ ܐܢܫܐ ܗܘܝ ܠܗ ܡܘܥܝܩܘܬܐ ܕܦܪܥܘܢܐ ܐܘ ܟܗܪܒܘܢܐ ܐܘ ܡܝ̈ܘܬܐ ܦܠܚܝ ܡܫܟܚܝ، ܗܘܝܘܝ ܥܡ ܒܘܡܦܢܝܘܬܐ ܐܝܟ ܒܥܕܢܐ ܕܦܠܓܐ ܡܫܬܘܕܥܝܢܐ ܠܗ ܘܕܪܘܫܘܝ ܠܗ ܡܓܘܢܐ ܚܕܝܘܬܐ. ܐܢܝ ܦܝܫܐ ܗܘܝ ܡܫܘܝܕܐ ܒܡܫܢܝܘܬܐ ܒܗܢ ܕܟܠܬܕܐ ܗܘܝ ܒܦܪܢܣܘܬܐ، ܫܠܦܒܘ ܚܘܕܬܐ ܬܕܢܝܬܐ ܕܓܡܝܐ ܕܠܐ ܦܠܚܝܗܘܢ ܡܫܟܚܝ ܕܟܠܐ ܦܣܩܝܗܘܢ ܡܬܕܢܐ ܘܕܝܬܐ ܕܐܬܪܐ ܡܫܬܕܪܢ. ܡܘܕܥܢܐ ܝܠܗ ܡܢܐ ܕܡܫܟܚܝ ܦܪܥܘܢܐ ܐܘ ܟܗܪܒܘܢܐ ܐܘ ܡܝ̈ܘܬܐ ܐܢܝ ܐܢܫܐ ܗܘܝ ܡܥܕܪܢܐ ܥܡ ܡܠܘܐܐ ܕܦܘܪܥܢܐ ܐܘ ܥܡ ܬܪܝܢܐ ܘܚܝܠܘܬܐ ܕܡܡܘܥܝܢܐ ܒܘܬ ܦܘܢܕܐ ܕ EAPA. ܗܝ ܒܘܬ ܐܗܐ، ܡܕܪܫܢܘܝ ܗܝ ܒܘܡܦܢܝܐ ܐܢܝ ܡܦܕܝܢܐ ܗܘܝ ܥܡ ܬܕܝܐ ܘܡܠܝܐ.

ܕܪܬܐ ܕܝܘܒܐ: ܡܚܠܬܐ ܕܦܥܠܐ ܠܗ ܡܘܥܝܩܘܬܐ ܕܦܪܥܘܢܐ ܘܟܗܪܒܐ ܦܠܚܝ ܡܫܟܚܝ

ܐܢܝ ܕܐܝܬ ܦܟܫܐ ܕܒܘܡܦܢܝܐ ܡܫܬܐܠܗ ܝܡܗܝܠܗ ܦܪܥܐ ܕܝܥܗܕ ܒܝܠܟ ܕܟܠܐ ܦܪܥܐ ܕܣܘܥܬܐ، ܗܝ ܡܘܦܪܫܟܬܐ ܗܕܝܠܗ ܗܐ ܕܗܝ ܓܘ ܡܦܝܫܬܐ ܐܝܬ ܡܦܪܫܬܐ (ܒܘܒܘܠܫܡܪ) ܝܡܪܒܘܪܗ ܡܦܪܬܐ ܪܐܬܐ ܕܐܢܫܬܐ، ܘܦܟܫܐ ܥܒܝܫܐ ܠܗ ܘܢܘܝܠ ܠܗ ܕܟܠܐ ܡܦܠܥ ܕܦܪܥܐ. ܦܪܬܐ ܕܦܪܥܐ ܕܣܘܥܬܐ ܡܘܠܐ ܕܦܪܥܐ ܘܟܠܗ ܥܒܝܪܬܐ ܗܘܬܐ ܘܗܝ ܠܐ ܬܠܬܐ ܘܬܐ ܕܦܪܥܐ ܘܟܠܗܐ ܦܠܚܝ ܗܘܘ ܡܫܟܚܝ. ܗܐ ܒܘܬ ܐܗܐ، ܗܝ ܒܘܡܫܟܬܐ ܥܡ EWON ܝܡܠܟܬܐ ܡܢܬܐ.

ܝܥܗܕ ܓܘ ܡܒܠܐ ܦܥܠܐ ܕܡܫܒܚܘܬܐ ܘܡܕܒܚܬܐ ܡܢ ܬܪܬܐ ܒܘܪܬܐ ܗܠܗ ܦܟܫܐ ܡܫܕܪܝ. ܗܝ ܦܘܝܡܟܬܐ ܗܐ ܕܗܝ ܠܐ ܩܡܝܬܐ ܕܦܪܥܐ ܟܐ ܐܣܪܐ ܓܐܐ ܠܚܫܒܘܬܐ ܕ$600 ܕܝܣܢܥܐ ܗܘܬܐ ܗܐ ܒܘܡܦܢܝܐ، ܐܝܬܐ ܗܝ ܩܡܝܬܐ ܘܬܐ ܕܦܪܥܐ ܘܬܐ$200 ܬܪܝܢܐ، ܘܒܗܝܠܬܐ ܗܝ ܘܡܕܒܚܬܐ ܩܡܝ ܘܬܘ ܕܦܪܥܝ ܘܬܘܘ$100 ܒܒܠ ܗܪܝ ܬܓܘܢܝܐ ܒܥܒܢܐ ܠܡܒܝܪܘܬܗ ܕܡܫܘܝ.

ܐܢܝ ܕܘܡܘܫܠ ܥܡ ܒܘܡܦܢܝܐ ܕܦܪܥܐ ܘܟܠܗ، ܐܝܟ ܐܡܝܪܐ ܗܐ ܕܝܥܗܕ ܕܝܣܢܥܐ ܗܘܬܐ$1200 ܗܐ ܦܪܥܐ ܘ$305 ܗܐ ܟܠܗ. ܐܝܟ ܗܘܝܪܐ ܕܬܓܡܝ ܘܬܐ ܠܗܘܢ ܣܘܥܬܐ ܐܝܟ ܕܝܗܘܬܐ ܘܡܚܝܠܐ ܠܗ ܡܕܝܢܘܬܐ ܡܘܣܝܩܐ ܒܐܝܬ ܝܥܗܕ ܐܢܥܝ ܕܠܗ ܡܝܣܬܐ ܗܘܬܐ. ܐܝܟ ܡܥܘܪ ܠܗܘܢ ܗܐ ܕܝܥܗܕ ܬܘܪܐ ܡܒܘܠܐ ܗܘܬܐ ܒܘܪܬܐ ܗܐ ܓܘܢܝܬ ܕܚܣܠܝܘܢ ܒܘܦܐ ܗܠܗ ܘܗܘܘܝܪܐ ܕܝܕ ܬܕܪܝ ܣܪܐ ܦܘܪܡ ܗܐ ܡܠܟܐ ܕܒܘܪܬܐ ܐܗܘܡܬܢܐ ܕܥܘܪܐ ܗܐ ܝܥܗܕ، ܒܗܝ ܕܬܠܟܐ ܐܢܫܬܐ ܡܩܘܡܬܐ ܕܡܒܠܐ ܠܗ ܒܝܠܟ ܕܡܦܪܬܐ ܕܪܐܬܐ ܕܐܢܫܬܐ.

ܐܣܝ ܡܘܣܝܩܠ ܗܐ ܝܥܗܕ ܕܗܝ ܩܡܝܬܐ ܕܡܠܟܬܐ ܒܦܘܢܕܐ ܕ EAPA* ܡܢ ܣܪܐ ܡܒܝܠܘܬܐ ܕܒܥܘܒܥܐ ܠܡܘܪܘܬܐ ܒܡܒܝܪܬܐ ܕܝܡܢܬܐ، ܘܡܘܒܠ ܗܠܟܐ ܠܡܫܕܟܥܘܬܐ ܪܐܓܒ ܝܡܗܝܢܐ ܠܡܒܝܠܘܬܐ ܕ EAPA ܕܐܝܗ ܠܗ ܦܥܒܐ ܐܝܟܐ ܕܝܫܢܐ ܗܠܟ. ܝܥܗܕ ܐܡܝܪܬܐ ܕܗܝ ܝܕ ܟܒܠܐ ܘܬܐ ܟܐ ܦܗܦܐ ܕܒܘܪܬܐ ܐܗܘܡܬܢܐ ܗܐ ܐܗܢܐ ܗܐ ܕܡܦܝܪܐ ܘܬܐ ܟܐ.

ܐܝ ܐܢܗܠܘܬܐ ܐܝܬ ܡܫܟܪܐ

1. ܡܕܡܟܐ ܘܡܘܝܡܘ ܥܡ ܒܘܡܦܢܝܐ ܕܦܪܥܐ، ܟܠܗ ܐܘ ܕܡܝ̈ܐ ܘܦܥܡܘ ܠܗ ܡܫܟܪܬܐ ܗܕܠܝܘܝ.
2. ܐܝ ܦܟܫܐ ܕܡܘܘܡܝܐ ܗܘܝ ܐܡܝܗ ܐܝܠ ܦܠܝܦܘ، ܠܐ ܡܝܢܐ ܠܗ ܕܡܝܕܪܬܐ، ܚܠܘܒܘ ܕܡܘܡܝܘܝ ܥܡ ܐܝܬ ܡܕܒܪܬܐ (ܡܘܕܝܪ).
3. ܐܝ ܡܫܟܪܐ ܠܐ ܗܒܥܝܠܗ ܦܪܥܐ، ܡܪܫܡܘ ܗܐ EWON ܐܝܠ ܦܠܝܦܘ ܡܓܢܢܐ 1800 246 545.

ܪܐܓܒ ܝܡܗܝܢܐ ܠ EWON

ܣܘܓܐ ܦܠܝܦܘܢܐ ܡܓܢܢܐ 1800 246 645

ܐܝ ܝܡܪܐ ܗܘܝ ܡܢ ܐܝܬ ܡܘܬܝܠ ܦܠܝܦܘ، ܡܕܪܫܡܘ ܠܝ ܘܐܣܝ ܝܕ ܗܪܣܟܘܬܐ.

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