



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

WORK AND INCOME
TE HIRANGA TANGATA

Power, gas and heating because of your health condition or disability

Adapted in 2026 by Accessible Formats Service,
Blind Low Vision NZ, Auckland

TN: The logo on the top of the page is Ministry of social development Te Manatū Whakahiato Ora. Work and Income Te Hiranga Tangata.

Note: Information about ways you can contact Work and Income are listed at the end of this information.

Power, gas and heating because of your health condition or disability

If you have extra power, gas or heating costs because of your disability or health condition, we may be able to help you pay this as part of a Disability Allowance.

Who can get it?

You can apply for a Disability Allowance for you, your partner, or a child.

The person who needs help with their power, gas or heating costs must have:

- a health condition or disability that is likely to last at least 6 months from when they were diagnosed.
- regular, ongoing costs because of the health condition or disability that are not fully covered by another agency
- additional power, gas or heating costs because of the health condition or disability

- power, gas and heating costs over and above normal usage.

You also need to:

- be 16 and older
- be a New Zealand citizen or permanent resident.

It also depends on how much you and your partner earn.

What you can get

How much you get for power, gas and heating depends on your situation.

We will pay for:

- the portion of your power and gas costs over and above normal usage
- the cost of firewood over and above normal usage if you use this method of heating.

We will include the cost of power, gas, or heating from the date your Disability Allowance is granted.

How to Apply

There are four ways to apply outlined below:

1. You are already a client, but this is your first Disability Allowance application.
2. You are already a client already getting Disability Allowance
3. You are not already and Work and Income client.
4. You are applying on behalf of someone else and you are their agent.

Note: for all applications, you will need to provide copies of:

- your power or gas accounts
- receipts for gas, coal, and firewood

1. Applying if you are already a client but you are not currently getting Disability Allowance

You need to download and complete a Disability Allowance application form located here www.workandincome.govt.nz/da-form. This form includes a Medical Certificate for your doctor or specialist to complete as well.

2. Applying if you are already a client getting Disability Allowance

You need to download and complete a new Disability Allowance form for the added cost which is located here www.workandincome.govt.nz/da-form. This form includes a Medical Certificate for your doctor or nurse practitioner to complete as well.

3. Applying if you are not already a Work and Income Client

- You can apply online using MyMSD www.workandincome.govt.nz/apply
- You need to download and complete a Disability Allowance form for which is located here www.workandincome.govt.nz/da-form. This form includes a Medical Certificate for your doctor or nurse practitioner to complete as well.

Once we have processed your application, we will contact you to let you know it has been done.

4. You are applying on behalf of someone else.

You can apply for Disability Allowance on someone else's behalf, but only if they have appointed you as their agent. The form is located here www.workandincome.govt.nz/da-form.

Information about using or acting as an agent or advocate to act on your behalf is here www.workandincome.govt.nz/agent

Options for contacting Work and Income

You are always welcome to let us know if you have a specific communication need.

Phone call

Call our general enquiries team on 0800 559 009. Our phone line is open Monday to Friday 7am to 6pm and Saturday 8am to 1pm.

Text or Email

If **you** are deaf or disabled **and** your health condition or disability prevents you from calling us, you can text us on **4206** (charges may apply depending on your mobile provider) or email us at

MSD_Deaf_Services@msd.govt.nz More information about what Deaf Services can help you with is at www.workandincome.govt.nz/deaf-service

NZ Relay

If you are Deaf, hard of hearing, deafblind, or have speech communications difficulties you can also use NZ Relay to connect with Work and Income via their website located here Use [NZ Relay Service—www.nzrelay.co.nz](http://www.nzrelay.co.nz) or by using the free NZ Relay App.

Finding your nearest service centre

We have many service centres around New Zealand. You can find the physical address and the postal address of a service centre near you here

www.workandincome.govt.nzservice-centres

End of Power, gas and heating because of your health condition or disability