

Ubu rero ni umunsi wambere mu nzu nshasha, hanyuma ... yooh, amatara ntakora?

... na telefone ntikora?

Muri Australia, amazu menshi asazwe afise intsinga hamwe n'imigano ifatanya ibikoresho nyamukuru vyo mu nzu.

Ivyo bikubiyemwo:

- gaze
- umuyagankuba
- umurongo wa telefone
- hamwe n'amazi

Bimwe muri ivyo bishobora kuba bitariko birakora gugeza uvuyururije.

Imbere y'uko wimukira mu nzu ukotesha, usabwa guhamagara amashirahamwe atanga ibikoresho nyamukuru vyo mu nzu kugirango bavyugurure mu mazina yawe.

Nk'akarero, urashobora gusaba amashirahamwe bagushiriremwo umuyagankuba hamwe na gaze canke telefone umunsi umwe imbere y'uko wimukira mu nzu.

Urashobora gusaba ishishirahamwe rikotesha amazu baguhe inomeru ya telefone y'amashirahamwe atanga ibikoresho nyamukuru vyo mu nzu.

Ninde ariha ibikoresho nyamukuru vyo mu nzu?

Kenshi na kenshi awukotesha inzu niwe ariha ibikoresho nyamukuru vyo mu nzu mu gihe inzu ifise aho babiharurira hari ukw honyene. Vyinshi mu bikoresho nyamukuru vyo mu nzu ntibiri kumwe n'amahera usanzwe uriha y'inzu.

Amasezerano y'inzu ushirako umukono hamwe n'ishirahamwe rikotesha amazu canke nyene inzu, arerekana ninde ariha buri gikoresho nyamukuru co mu nzu.

Kenshi na kenshi baragushiriramo ibikoresho nyamukuru vyo mu nzu kubantu hanyuma ishishirahamwe ribigushiriyemwo rikagusaba gushira umukono ku masezerano kugira uje mw'ishirahamwe ryabo.

Si vyiza ko ushira umukono ku masezerano mashasha y'ibikoresho nyamukuru vyo mu nzu imbere y'uko uhagarika ayo wahorana.

Barashobora kukurishisha amahera mugihe uhagaritse amasezerano imbere y'igihe.

Ibijanye na gaze hamwe n'umuyagankuba bigenda gute?

Inzu zimwe zimwe zifise amaziko ya gaze yo gutekako hamwe na gaze yo gushusha amazu.

Izindi zikoresha umuyagankuba.

Abakotesha amazu basabwa kuriha gaze hamwe n'umuyagankuba bakoresha mu gihe inzu ifise aho babiharurira hari ukwa honyene.

Atari uko, ntibogusaba ngo urihe ivyo wakoresheje.

Hamagara Energy & Water Ombudsman Office (ishishirahamwe rijejwe umuyagankuba n'amazi) mu gihe ufise ikibazo kijanye no kuriha gaze hamwe n'umuyagankuba canke ukaba ufite ikibazo n'abatanga ibikoresho nyamukuru vyo mu nzu.

Bigenda gute ibijanye na telefone?

Amazu menshi asanzwe afise umurongo wa telefone. Ayandi mazu nayo usanga afise n'umurongo wo gukoresha interenete abakotesha amazu bakoresha.

Abakotesha amazu niba bategerezwa kuriha amahera yose ajanye no gushiriramo hamwe no gukoresha telefone na interenete.

Muri ibi, hakubiyemwo ibikoresho, amahera yo gukotesha n'ayo kubihindura kugirango babishire ku mazina yawe.

Bigenda gute ibijanye na televiziyo?

Amazu menshi asazwe afise antene ya televiziyo(imboneshakure) mugabo abakotesha amazu basabwa kwizanzira televiziyo zabo.

Mu gihe ushatse kwongeramo ibindi bintu, nk'akarero kuriha televiziyo, ni vyiza ko usaba uburenganzira ishishirahamwe rikotesha amazu canke nyene inzu imbere y'uko ubishiriramo.

Bigenda gute ibijanye n'amazi?

Amazi yo aratandukanye ni vyo bindi, buri gihe amazi aba ahari. Iyo imigano y'amazi idakora, uyugururire ku mashini baharurirako amazi, aho amazi atangurira.

Uriha amazi gusa iyo ukoresha inzu ifise aha baharurira amazi akoresha hari ukwa honyene. Amazu menshi afise aho baharurira amazi hari ukwa honyene.

Ariko mu mazu basangira(amayuniti) biratandukanye. Amazu menshi basangira usanga basangira n'aho baharurira amazi. Nyene inzu ni we ariha amazi mugihe aho bayaharurira hadatandukanye.

Iyo ufise aho baharurira amazi hari ukwa honyene, ishishirahamwe rikotesha amazu ritegerezwa kukurungikira urupapuro rwo kurahirako amazi wakoresheje.

Ishishirahamwe rikotesha amazu canke nyene inzu atagerezwa kukurungikira urupapuro rwerekana amazi wakoresheje mu mezi atatu kandi akagaha n'imiburuburi iminsi 21 yo kuyariha.

Bategerezwa kandi gutegura uburyo bwo 'gukoresha neza amazi' nk'akarero ubwogero buziganya amazi hamwe no gusanura imigano ifise amazi ava mu kuziganya amazi hamwe n'amahera.

Mu gihe hari ikintu na kimwe muri ivyo kidakora, hamagara ishishirahamwe rikotesha amazu canke nyene inzu ubwo nyene kugira ngo bahasanure.

Nk'akarero, nk'umugano uzana amazi umenutse, utegerezwa guca umenyeshya ishishirahamwe rikotesha amazu canke nyene inzu ubwo nyene.

Ivyo biri mu vyo basanuru kuburyo bwihutirwa dukurikije amategeko ajanye n'ivy'amazu kandi bitegerezwa gusanurwa vyihuta.

Bidakunze ko uvugana na nyene inzu canke ishishirahamwe rikotesha amazu canke badatoye inyishu ikibazo mu mwanya bikwiranye, urashobora kurondera umuntu abifitiye impapuro akahakora hanyuma ukamuriha we nyene.

Nyene inzu arashobora kugusubiza amahera yawe mu minsi 14 --

- mu gihe amahera ari minsi 1000
- atabintu wononye
- wari wahaye nyene inzu canke ishishirahamwe rikotesha amazu akaryo kaboneka ko gukemura ikibazo
- ufise igitasi hamwe na raporo yanditse wahawe n'umukozi abifitiye impapuro yahakoze isigura uko ikibazo cari kimeze.

Mu gihe udashoboye kuriha ivyo ushaka basanure, urashobora gusaba kuri Consumer, Trader and Tenancy Tribunal (sentare ijejwe abakoresha, abadandaza n'abakotesha amazu) kugira ngo basabe nyene inzu atorere inyishu ico kibazo.

Ukaba ukeneye izindi nsiguro ku burenganzira n'ivyo utegerezwa, reba ku murongo wa interenete wa Fair Trading kuri www.fairtrading.nsw.gov.au canke uhamagare kuri 13 32 20.

Ukaba ukeneye umusiguzi, hamagara kuri 13 14 50.