

## Do you have a complaint about your utilities provider, including electricity and gas?



### We can help you

Utilities Disputes offers an independent service for resolving complaints about utilities such as electricity and gas. We are independent so we don't take sides. Our service is free to use. You can complain as an individual or on behalf of a business.

Utilities Disputes is

**Independent**

**Free to consumers**

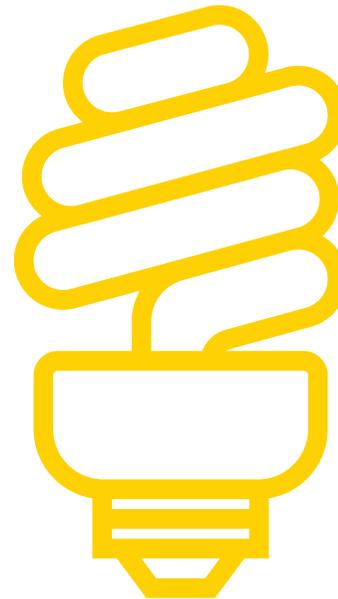
**Accessible**

**Fair**

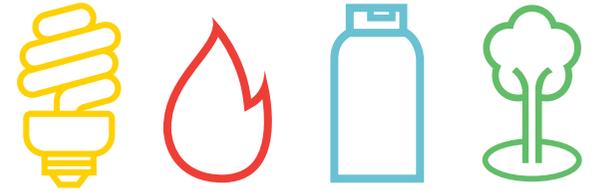
**Effective**

**Efficient**

**Accountable**



### What we can look into



We can look into almost any complaint about:

**electricity**

**piped gas**

**LPG in bottles over 15kg**

**damage or problems with access to and use of land where there is electricity or gas equipment**

We have sample case studies on our website that illustrate the many types of complaints we work with.

We can't look into complaints about the price of utilities such as electricity or gas. However, we can check your provider has given you accurate information about its tariffs and applied them correctly.

If you are not sure what to do, or where you are in the complaints process, give us a call or write to us to explain your complaint and what has happened so far.

## How do you resolve your complaint?



1

### Contact the provider about your complaint

Call or write to the provider about your complaint as soon as the problem arises. The provider should acknowledge your complaint and let you know when you can expect a response. The provider should also tell you it is a member of Utilities Disputes and about your right to use Utilities Disputes if you cannot resolve the complaint with the provider.

The provider has 20 working days to work with you to resolve the complaint. The provider can write to you within the 20 days asking for a further 20 days, but must give good reasons for needing more time.

You can contact Utilities Disputes if you believe the provider does not intend to do anything about your complaint or you feel you will suffer unreasonable harm from waiting,

**You can call us at any stage for advice about the complaints process.**

2

### Contact Utilities Disputes about your complaint

If you can't resolve a dispute with the provider, we can work with both parties to find a fair and reasonable outcome. For example, we can:

- Hold a meeting between you and the provider on the phone
- Get expert advice about technical or legal issues
- Investigate the facts of the complaint and exchange information between you and the provider

If the complaint is still unresolved, the Utilities Disputes Commissioner can recommend a settlement.

The Commissioner might recommend the provider corrects a bill, makes a customer service payment, or pays you for loss or damage. Sometimes the Commissioner may find the provider has responded to the complaint appropriately.

If you accept the recommendation, it is binding on the provider. If you do not accept the recommendation you can take the complaint somewhere else – for example, the Disputes Tribunal.



## We are here to help



### How to contact us:

#### Utilities Disputes Ltd.

(formerly known as The Office of the Electricity and Gas Complaints Commissioner)

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Website [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz)



We have interpreters available through Language Line



We welcome calls using NZ Relay Services



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