

Back bills or catch-up bills



This fact sheet tells you:

- When your provider may send a back bill
- Tips for talking with your provider about a back bill
- How Utilities Disputes can help



A back bill, or catch-up bill, is for energy you used but was not included on past bills. The bill might be unusually high.

When your provider may send a back bill

Your electricity or gas provider may send a back bill when your previous bills were too low.

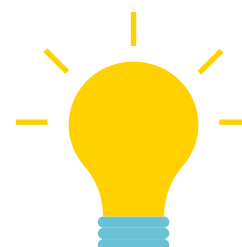
Your bills may have been too low because:

- The provider could not access or read your meter
- The provider made a mistake in your previous bills
- The provider previously billed the wrong meter or did not bill you for a meter you used
- The meter was faulty

Tips for talking with your provider about a back bill

- Ask your provider to explain the bill
- If you are not satisfied with the explanation, tell the provider you want to complain (use the word 'complaint') and what you think is fair
- If you accept the bill is reasonable, you can ask for more time to pay

You must keep paying your current bills and any undisputed bills.



How Utilities Disputes can help

Utilities Disputes can help you complain to the provider or we may be able to look into your complaint.

What we check

Your bills should be accurate. If the provider sends a back bill, we will look at whether you or the provider should have realised something was wrong.

We may ask you:

- Did you notice something wrong with your bills leading up to the back bill?
- What steps did you take to tell the provider something was wrong?
- What have you paid towards the bills?
- How much energy do you think you have used during the period of the back bill?

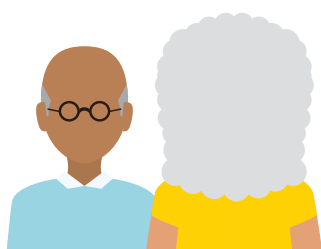


We may ask the provider:

- Did it tell you about the problem causing the back bill, including any problems accessing the meter?
- Has it based the back bill on meter readings or an estimate of your energy use?

We will check what your contract with the provider says.

Utilities Disputes resolves disputes about electricity, gas, water, and access to shared property for broadband installations.



Contact Utilities Disputes

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