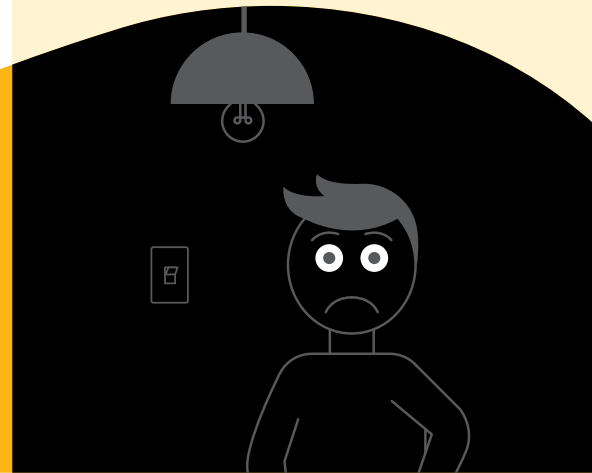


# Disconnections



Utilities Disputes is here to help with questions or complaints about electricity, gas, water, or broadband installation on shared property. Our service is free, independent, and fair.

## When a provider may disconnect your energy supply for unpaid bills

A provider may disconnect your energy supply for unpaid bills if it gives you notice.

The provider may charge you fees for disconnection and reconnection.

## How the provider must give notice

The provider must give you notice before disconnecting. The provider's terms and conditions say how much notice the provider must give.

The provider should:

- send a notice of disconnection 7 to 14 working days before the disconnection
- send a further notice at least 24 hours before the disconnection
- say on the notice the timeframe when the disconnection will take place and how you can avoid disconnection.

If you entered a payment arrangement and did not pay, the provider may not need to send a disconnection notice 7 to 14 days before.

**Your energy supply can stop for reasons other than an unpaid bill**, such as safety or an outage on the network. If your power is off, check with your provider.



## When a provider should not disconnect

The provider should not disconnect when:

- you or someone in your household is medically dependent on electricity
- the provider or Utilities Disputes is looking into a complaint about the unpaid bills
- the provider has not sent the bill
- the bill is an estimate, unless the provider believes the estimate is reasonable.

The provider should only disconnect on a working day that is not a Friday or the day before a public holiday.

## What you can do

- Sort out problems early. After disconnection, your provider may require you to pay a lump sum to reconnect
- Ask your provider about payment plans and check you are on the best price plan available
- If you have complained about a bill, pay a reasonable amount towards the bill and keep paying your current bills
- If you are often at risk of disconnection, think about switching to prepay electricity to save on fees and lost discounts.



### Medically dependent and vulnerable consumers

If you depend on electricity for critical medical support, or you are vulnerable because of your age, disability, financial situation, or health, tell your provider.

Your provider may be able to offer other ways you can pay your bill, such as paying a set amount each week or month.



**Get in touch. Our service is free, independent, and fair.**

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

**Post** PO Box 5875, Wellington 6140

**Freepost** 192682

**We may** be able to help if the provider sent you a disconnection notice, disconnected your supply, or if you have a complaint.

#### **We can:**

- help you and the provider talk about the situation
- call the provider to check what your options are
- check the provider has given you enough notice.

We cannot make the provider stop the disconnection.

**Utilities Disputes resolves complaints about electricity, gas, water, and broadband installation on shared property.**

