

Electricity and gas when you're renting



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.

Who pays for electricity and gas

Tenants must pay electricity and gas bills unless the tenancy agreement says the rent includes these.

When you move into a rental property, you must contact an electricity or gas provider to open an account. This includes properties with a prepay meter. Read the meter when you move in and when you close the account.

You must pay for the electricity or gas supply while you are living at the property.

Separate bill for electricity distribution in the King Country



For properties in the King Country area of the North Island, The Lines Company bills electricity distribution charges separately, unless properties have prepay meters. Tenants, landlords, and The Lines Company must decide who is responsible for paying the bills.

Responsibility for electricity and gas in a shared house

When a person opens an account in their name, they become the account holder and they take responsibility for all future bills. The account holder must close the account when they move out. Otherwise the account holder remains responsible for paying the bills, even if they are not living at the property.

If the account is in more than one name, each person is responsible. It is important to keep the account holder's details updated, for example, when people move out.

It is a good idea for people living in shared housing to agree in writing how they will pay electricity and gas bills. The agreement should make it clear whether the rent or board includes electricity and gas, or if these bills are extra.

How to open and close an electricity or gas account

Opening an account

You can usually open an account by calling an electricity or gas provider or filling out an online form.

Some websites compare prices of electricity and gas providers in New Zealand. Go to powerswitch.org.nz

Electricity and gas providers may require you to pay a bond for a new account. If the provider asks you to pay a bond, it should tell you why and when it will refund the bond.

Closing an account

It can take a few days to close an account. Ask your provider how much notice it needs or contact your energy provider as soon as you know when you are moving.



we're
here to
help
kei konei
mātou ki te
āwhina

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

☎ 0800 22 33 40

Email info@utilitiesdisputes.co.nz

Website utilitiesdisputes.co.nz

Post PO Box 5875, Wellington 6140

Freepost 192682

Who to contact for more information

For help with complaints about electricity or gas providers, contact us.

For more information on renting, tenancy agreements, and sorting out problems between tenants and landlords, contact Tenancy Services on **0800 83 62 62** or go to tenancy.govt.nz

For disputes between flatmates, contact the Disputes Tribunal or your local district court.

You can also talk to a Community Law Centre, Citizens Advice Bureau, or tenants' group near you.

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

