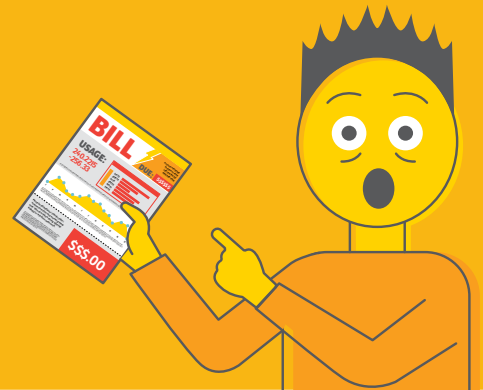


High power bills



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.

Why your power bill might be high

1 You are using more energy than usual

Five ways you might use more energy than usual:

1. The weather is colder or hotter than usual
2. More people are at home
3. You have added or replaced an appliance
4. An appliance is faulty – check your water heater
5. You have moved house – the size, location, and insulation of your house affects how you use energy.

2 The bill includes other charges

The bill could include:

- unpaid amounts from previous bills
- a bond (an amount the provider uses as security to cover unpaid amounts)
- fees, such as disconnection and reconnection fees.

If you are late paying your bill, you might lose discounts or be charged extra fees.

3 The previous bills were too low

Your previous bills may have been low because:

- the provider underestimated your energy use
- the provider incorrectly read the meter
- the meter was faulty.

An electricity or gas provider may estimate your energy use if it cannot get a meter reading. This may happen if your smart meter cannot send data or if the meter reader cannot access your meter. Once the provider gets the meter reading, the provider may send you a catch-up bill.

4 The meter reading is incorrect

Check if the meter reading used for your bill is correct. Compare meter numbers and readings with your bill. Are the meter numbers the same? Are the readings similar? If not, talk to your provider.

What you can do

If your bills are too high, you can:

- ask your provider to explain the high bill
- ask your provider whether you are on the pricing plan best suited to your energy use
- ask your provider about payment options, including prepay
- get an electrician or gasfitter to check your appliances are working efficiently
- switch to a cheaper provider – go to powerswitch.org.nz to compare providers.

How to complain using Utilities Disputes

If you have a complaint about a high power bill, first talk to your provider. If you prefer, contact Utilities Disputes. We can help you complain to the provider or if unresolved we may be able to look into your complaint.

We can:

- check the provider has billed you accurately for your energy use
- ask to look at your meter readings, bills, account notes, and payments
- explain why we believe the bill is correct, if we cannot find anything wrong.

We cannot look into a complaint about the price the company charge you for electricity and gas.

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



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

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