



Looking into your complaint



This fact sheet tells you:

- What we do when we look into your complaint
- What you do
- What the electricity or gas provider does

We are independent. This means we do not take sides.



What we do when we look into your complaint

Our aim is to reach a fair outcome for your complaint. This means we:

- Take into account the law and good industry practice
- Encourage you and the provider to find a solution together

We follow a **three step** process:

1 Facilitation

A conciliator at Utilities Disputes talks with you and the provider about what has happened. We ask you about your ideas for solutions. We usually hold a meeting with you and the provider on the phone or in person (a 'conciliation conference').

2 Investigation

When the information is not clear or agreed, we investigate further. The investigation may help you and the provider negotiate an outcome.

We ask you and the provider for supporting information such as call notes, bills, receipts, letters, and emails. You and the provider can access the information we receive.

We may also:

- Get advice from legal or technical experts
- Visit the site to look at the electrical or gas equipment
- Write a report explaining what we have found

What might resolve this for you?



3 Recommendation

If you and the provider still cannot agree, either of you can ask the Utilities Disputes Commissioner to recommend a settlement.

You and the provider can comment on the recommendation before it is final. The recommendation is binding on the provider if you accept it.

If you don't accept the recommendation, you may be able to take your complaint to the Disputes Tribunal or District Court.

What you do

- Explain your view
- Give us relevant and accurate information about the complaint
- Make decisions about solutions, including whether you accept the Commissioner's recommendation

You may:

- Get advice from a support person or lawyer at your cost
- Choose someone to act on your behalf – we will need your permission to deal with that person
- Withdraw from our process at any time

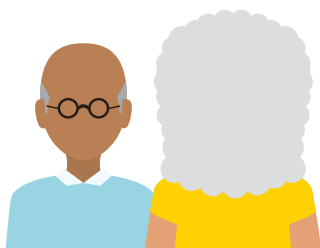
We expect you will keep paying your current bills and any undisputed bills.

What the provider does

- Gives us the information we ask for
- Makes decisions about solutions
- Complies with the Commissioner's recommendation if you accept it

When we look into your complaint, the provider normally does not disconnect your service or take credit action on disputed bills.

Utilities Disputes is the approved dispute resolution service for electricity, gas, and broadband shared property access.



Contact Utilities Disputes

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