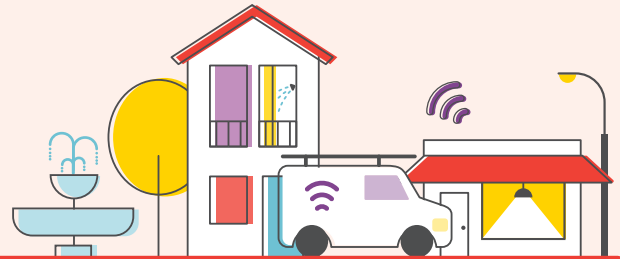


Back bills or catch up bills



Tautohetohe Whaipainga | Utilities Disputes (UDL) sorts complaints about electricity, gas, water, telecommunications, or broadband installation (shared property).

Our service is free, independent and fair.

What is a back bill?



A back bill, or catch-up bill, is for energy you have used but was not included on past bills.

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.

Keep paying your current bills and any undisputed bills.

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 the meter – this forces them to estimate your energy use, and an underestimation may lead to a back bill later on
- the provider made a mistake in your previous bills
- the provider previously billed the wrong meter or did not bill you for a meter recording the electricity or gas you used – you may have more than one meter
- the meter was faulty.

How UDL can help

UDL 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. We will first confirm that the information given to you is correct.

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:

- if you noticed something was wrong with your bills leading up to the back bill
- what steps you took to tell the provider something was wrong
- what you have paid towards the bills
- how much energy you think you have used during the period of the back bill.

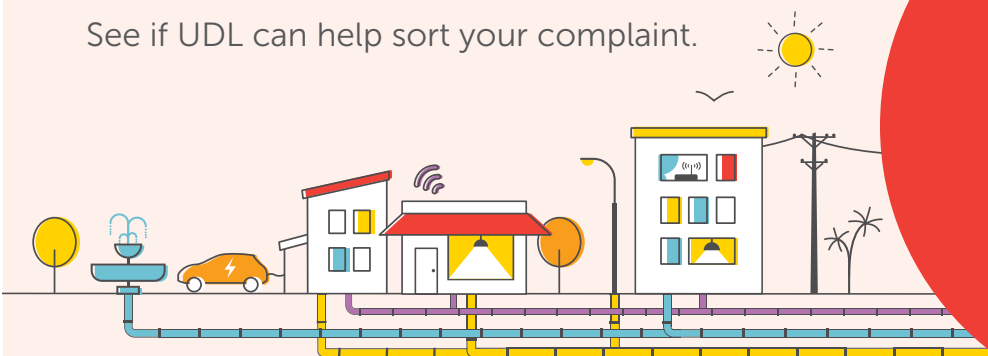
We may ask the provider:

- if it told you about the problem causing the back bill, including any problems accessing the meter
- if it based the back bill on meter readings or an estimate of your energy use.

We will check the contract you have with the provider.

Get in touch

See if UDL can help sort your complaint.



0800 22 33 40



Scan to contact us

info@udl.co.nz
udl.co.nz
PO Box 5875
Wellington 6140
Freepost 192682