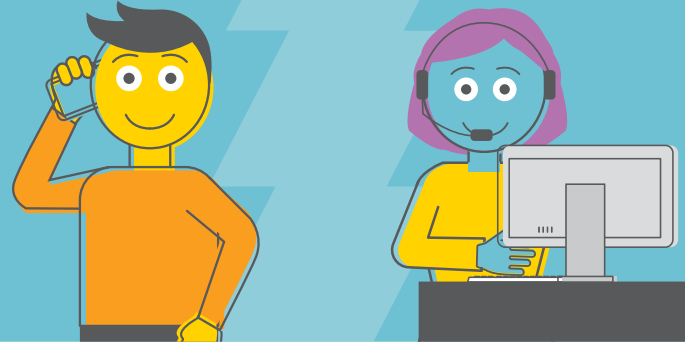


Resolving your complaint with a provider



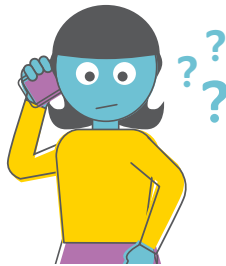
Utilities Disputes is here to help with questions or complaints about electricity, gas, water, or broadband installation on shared property. Our service is free, independent, and fair.

How to complain

When you have a complaint about a water provider, complain to the provider first.

Explain your concerns and say what you think is fair to resolve the complaint.

You can contact the provider any way you normally do. If you prefer not to contact the provider directly, you can ask Utilities Disputes to refer your complaint for you.



What you can expect from the provider

You can expect the provider to:

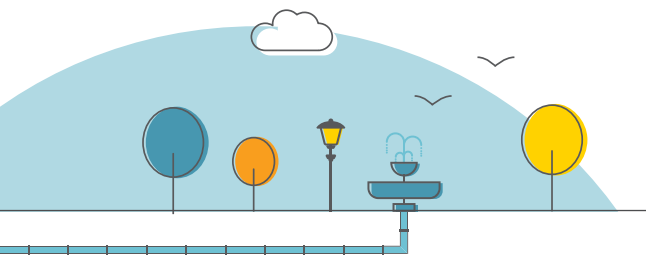
- tell you it has received your complaint (if you complained in writing)
- look into your complaint
- respond to you.

The provider has up to 20 working days to resolve the complaint with you. If the provider needs more time and gives you a good reason in writing, the provider may take longer.

Providers should not take credit action on amounts you dispute while the complaint is investigated. Keep paying your current bills and any undisputed bills.

While the complaint is with the provider, we will do nothing further.

You are welcome to contact us about the complaints process and what we do.



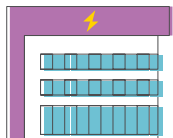
Complaints process

Do you have a complaint?

YES

Have you complained to your provider?

We can help you do this



YES

NO

Complaint not sorted?

Contact your provider first

Complaint still not sorted?

Contact us

We will work with both parties to resolve the complaint



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

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Website udl.co.nz

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

