

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



We listen, we ask the right questions, and we don't take sides. Common complaints are about bills, customer service, meters, disconnection, and supply.

If you have a complaint, contact your company straight away. If it's not sorted, contact Utilities Disputes. We're here to help.



☎ 0800 22 33 40


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

Utilities Disputes can help you resolve complaints

Get in touch if your complaint is about:

 Electricity and gas

 Water

 Broadband installation on shared property



As part of our commitment to you, this document meets the WriteMark Plain English Standard.



Interpreting NZ

If you speak little or no English, or if you prefer to talk to us in your own language, we use Interpreting NZ.

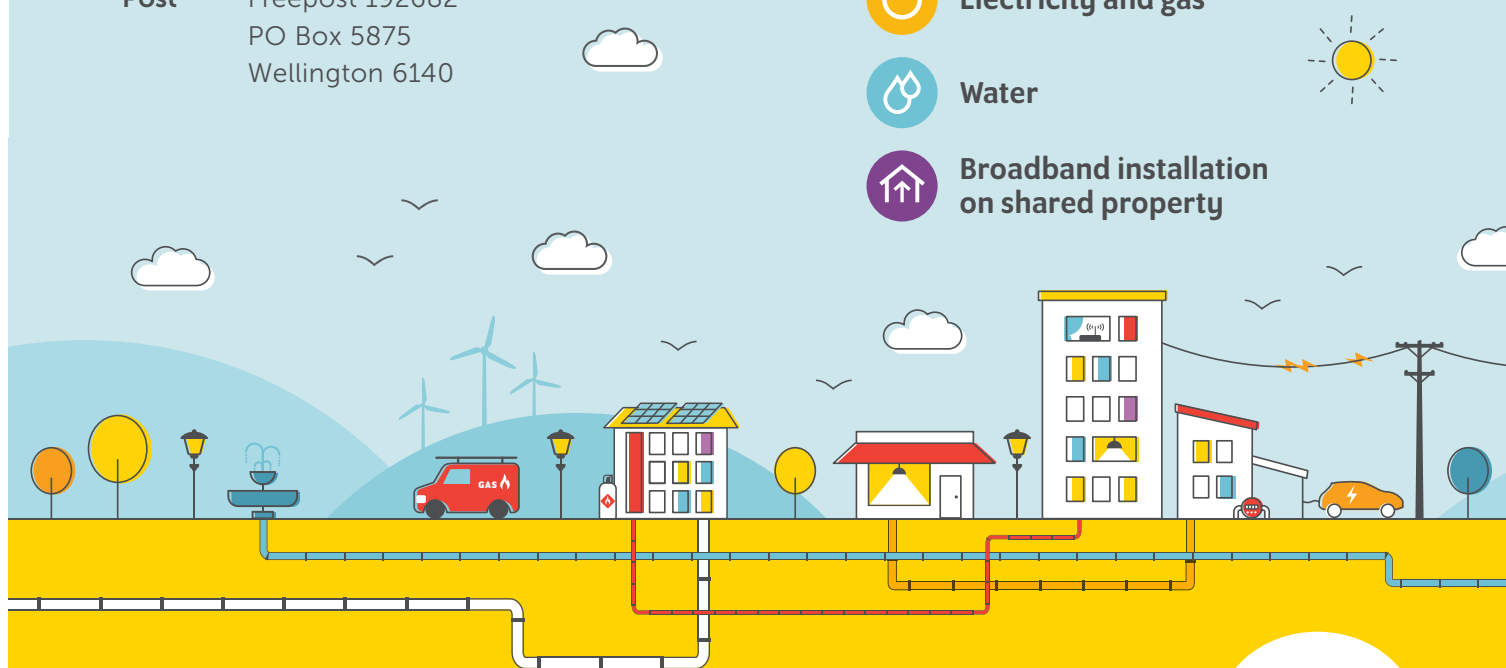
0508 468 377
info@interpret.org.nz



NZ Relay Services

We welcome calls using New Zealand Relay Services. This is a service for the New Zealand Deaf, Deafblind, hearing impaired and speech impaired communities.

0800 4713 713 (TTY)
0800 4715 715 (Voice)
helpdesk@nzrelay.co.nz



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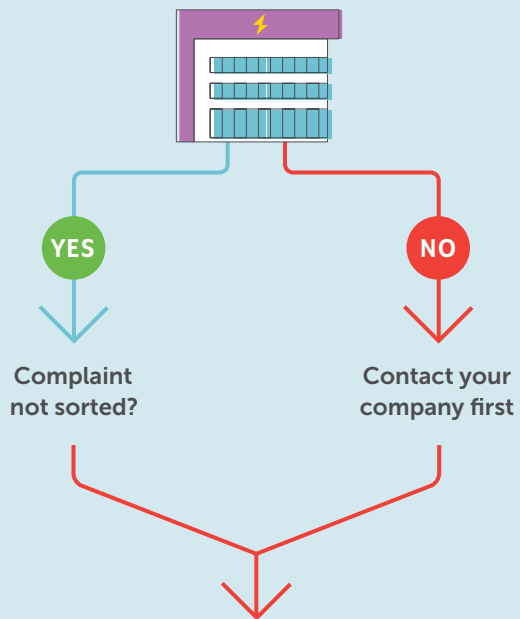
Complaints process

Do you have a complaint?

YES

Have you complained to your company?

We can help you do this



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



Energy

We can look into almost any complaint about electricity or gas under the Energy Complaints Scheme.



Water

We can look at water complaints about providers who have joined the voluntary Water Complaints Scheme.



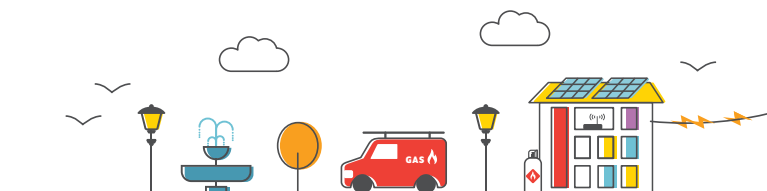
Broadband installation on shared property

We can look into complaints about broadband installation on shared property under the Broadband Shared Property Access Disputes Scheme.

We can help with different complaints

Talk to us if your complaint is about:

- ✓ Electricity
- ✓ Gas (natural and LPG)
- ✓ LPG in cylinders (15kg and over)
- ✓ Water (if your provider has joined the scheme)
- ✓ Broadband shared property access
- ✓ Damage or problems with access to and use of land where there is electricity, gas, water, or broadband equipment installed



See examples of complaints on our website udl.co.nz