

UDL sorts your energy complaints



0800 22 33 40
info@udl.co.nz
udl.co.nz

Here's how we help



Phone, email,
web complaint,
in person, live chat,
social media or letter



Initial contact

This is a brief overview
of the process. Go to our
website to find out more

We can help you raise your complaint with your energy provider



Your provider has
20 working days
to try and sort
your complaint



Complaint
sorted

Complaint
not sorted



2,961

complaint summaries
written to help you raise
your complaint and support
a provider's understanding
of your complaint

UDL tries to resolve complaint



We work with you
and your energy
provider to sort it



Complaint
sorted

Complaint
not sorted



8,000+

complaints looked
into with **90%** sorted
in 10 days or less

We can investigate any issues and talk with you and your provider to resolve the complaint



We gather more
information about
your complaint and
recommend a solution



Complaint
sorted

Complaint
not sorted



Most of the formal
complaints we investigate
are resolved at this stage

Commissioner's decision



If your complaint is
still not sorted, our
Commissioner can issue
a written decision that
your provider must
follow, if you accept it



Accept



Not
accept



If you decide not to
accept the Commissioner's
decision, you can take
your complaint to the
Disputes Tribunal, or
another forum