

UDL sorts your energy complaints

Here's how we help



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

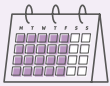


0800 22 33 40
info@udl.co.nz
udl.co.nz

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

Initial contact

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

1,335

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

5,000+

complaints looked into with **75%** 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