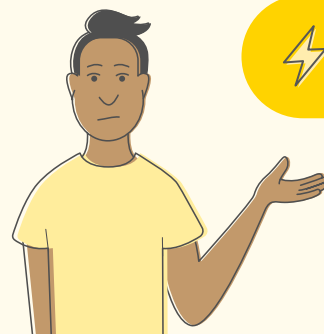


Claiming Compensation



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 you can claim for

The electricity or gas you receive must be of an acceptable quality under section 7A of the Consumer Guarantees Act 1993.

If you think it is not, you are able to complain to your retailer.

Your complaint can also claim any damage caused by the breach of the CGA.

Retailers and distributors?



Your **retailer** is the electricity or gas company that bills you for your energy use.

Your **distributor** is the electricity or gas company who runs the local electricity or gas network, including electricity lines and gas pipes.

Complaint examples

1

Property Damage

Your property may have been damaged by:

- high or low voltage or supply problems like outages
- preventable equipment failure

2

Lost Business

Electricity and gas providers are not usually required to compensate you for lost business caused by supply problems.

However, the commissioner may be able to recommend compensation in specific circumstances.

3

Outages

Frequent or long outages may cause damages. For example, food in a fridge or freezer may spoil.

Some electricity distributors pay retailers a fixed amount when unplanned outages last longer than a certain time. Retailers then decide if consumers

get all or part of this payment. Other electricity providers will pay outage fees directly to consumers. Contact your electricity retailer for more information.

Distributors may need to turn the electricity off occasionally. When planned outages occur, they must inform you ahead of time. Distributors do not usually compensate customers for planned outages, but may choose to do so if they provided inadequate notice.



How to make a claim

First, complain to your electricity or gas retailer.

Provide the following information:

- a description of the damage or other losses
- evidence of the damage - keep damaged items or take photos, keep reports, quotes, and receipts
- the date and time the event took place, with a description of what you saw during the event
- records of any contact you had with your insurer

Energy retailers cannot guarantee an uninterrupted supply. If the interruption was due to a breach of the Consumer Guarantee Act, you may be able to claim compensation if you have suffered damage. If the provider decides not to pay, it should tell you why.



How UDL can help

If you aren't satisfied with your provider's response to your complaint, you can ask UDL to look into it. You can also contact UDL while you are still dealing with your provider.

We can consider claims of up to \$50,000, or up to \$100,000 if the provider agrees. If you have a claim above this amount, you can choose to limit the claim so that we consider it.

We will review information about what happened, including what caused the event, the impact of the event on those involved, and consider any relevant legislation. We may also ask experts for technical or legal advice.

Property insured?



You should also contact your insurer for advice. The electricity or gas provider may have to compensate you even if you have insurance cover. We can factor any insurance payment you may receive into our decision making.

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Get in touch

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