

Electricity and gas when you are renting



Tautohetohe Whaipainga | Utilities Disputes (UDL) sorts complaints about electricity, gas, water, telecommunications, or broadband installation (shared property).

Our service is free, independent and fair.

Who pays for electricity and gas

Tenants must pay electricity and gas bills unless the tenancy agreement says the rent includes these.

When you move into a rental property, you must contact an electricity or gas provider to open an account. This includes properties with a prepay meter.

You must pay for the electricity or gas that you use while you are living at the property.

Stewart Island distribution bill

For properties on Stewart Island, the Stewart Island Electrical Supply Authority will send a separate invoice for distribution charges. Elsewhere in Aotearoa, this fee is included in the retailers bill. Tenants and landlords must decide who is responsible for paying the distribution charge.

Responsibility for electricity and gas in a shared house

When a person opens an account in their name, they become the account holder and they take responsibility for all future bills. The account holder must close the account when they move out. If they do not close the account, the account holder remains responsible for paying the bills, even if they are not living at the property.

If the account is in more than one name, each person is responsible. It is important to keep the account holder's details updated, for example, when people move out.

It is a good idea for people living in shared housing to agree in writing how they will pay electricity and gas bills. The agreement should make it clear whether the rent or board includes electricity and gas, or if these bills are extra.

Check the meter!



Make sure to check the meter and record your findings when you first move in, and again when you close the account.

How to open and close an electricity or gas account

Opening an account

You can usually open an account by calling an electricity or gas provider or filling out an online form.

Some websites compare prices of electricity and gas providers in New Zealand. Go to powerswitch.org.nz or billy.govt.nz

Electricity and gas providers may require you to pay a bond for a new account. If the provider asks you to pay a bond, it should tell you why and when it will refund the bond.

Closing an account

It can take a few days to close an account.

Ask your provider how much notice it needs or contact your energy provider as soon as you know when you are moving.

Who to contact for more information



For help with complaints about electricity or gas providers, contact us.

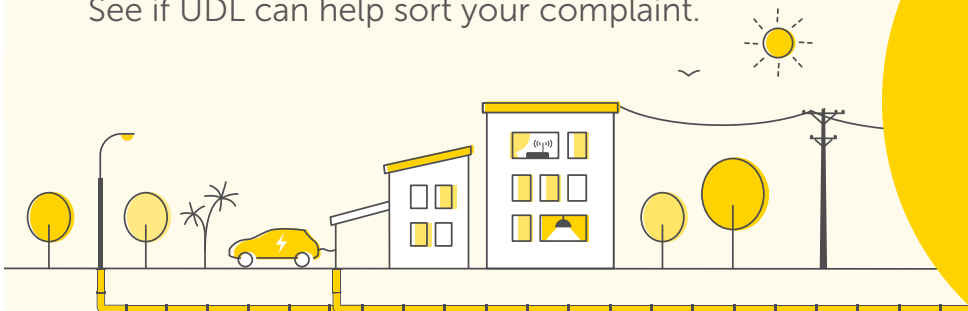
For more information on renting, tenancy agreements, and sorting out problems between tenants and landlords, contact Tenancy Services on 0800 83 62 62 or go to tenancy.govt.nz

For disputes between flatmates, contact the Disputes Tribunal or your local district court.

You can also talk to a Community Law Centre, Citizens Advice Bureau, or tenants' group near you.

Get in touch

See if UDL can help sort your complaint.



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