

Secondary Networks



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 are secondary networks?

Aotearoa | New Zealand has regional network providers responsible for distributing electricity and gas to consumers around the country. These providers own and manage the lines that deliver electricity and gas.

A secondary network is an electricity or gas distribution network that connects indirectly to the grid via another network. Common secondary networks include retirement villages, shopping malls, and apartment blocks.

Secondary networks convey electricity or gas, the same as local networks do, they just have a different owner. Both local networks and secondary networks pass electricity or gas to consumers. As a result, electricity secondary networks qualify as distributors (refer to Section 131A of the Electricity Industry Act 2010), and need to be members of UDL's Energy Complaints Scheme.

How to know if you operate a secondary network?

There's a few questions you can ask if you're unsure.

- Do you receive payments separately for the supply of electricity or gas?
- Are you responsible for a network that carries the electricity and gas to consumers?

If the answer to either of these questions is yes, you are probably required to join UDL.

The legislation



Section 96 of the Electricity Industry Act 2010 and section 43EA of the Gas Act 1992 require every distributor or retailer of electricity or gas to join the approved dispute resolution scheme. Utilities Disputes' Energy Complaints Scheme became the approved scheme on 1 April 2010.

Secondary network providers have been classified as distributors since 1 July 2017, when Clause 7 of the Energy Innovation (Electric Vehicles and Other Matters) Amendment Act came into effect. Secondary network providers can also be retailers.

What this means:

If you operate a secondary network, you need to become a member of UDL's Energy Complaints Scheme. This will allow the consumers on your network to have access to our free dispute resolution services.

If you also retail:

If you pass on the cost of electricity or gas to your customers – even if you don't profit in any way – you are also a retailer. This includes cases where the electricity or gas cost is included in other fees, such as rent, and does not require electricity or gas to be explicitly invoiced for.

This means you'll need to register with UDL as both a retailer and distributor.

What's a network?



A 'network' refers to the lines and equipment that is used to move electricity or gas to consumers.

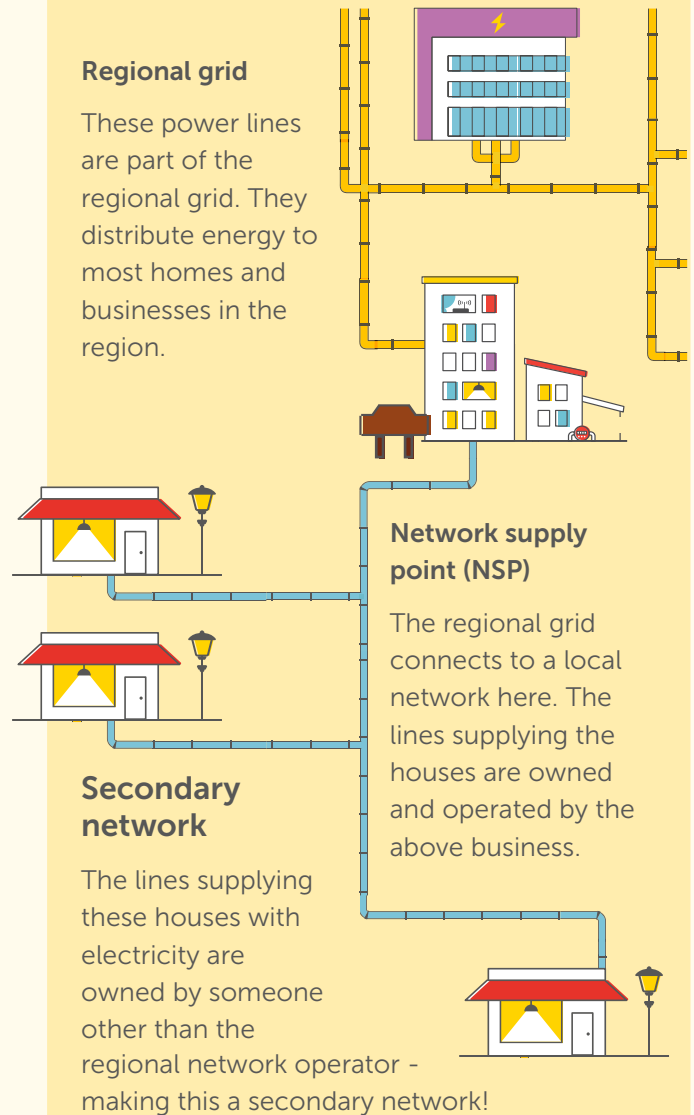
Owning the lines that deliver energy to your own home or business doesn't qualify - but if anyone else is receiving electricity through your lines, you operate a secondary network.

Networks also aren't defined by size. While regional networks often connect cities, a secondary network can exist within a single building.

Example of a secondary network:

Regional grid

These power lines are part of the regional grid. They distribute energy to most homes and businesses in the region.



Get in touch

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