



COMPLAINTS ABOUT ADDITIONAL SERVICES UNDER THE ENERGY COMPLAINTS SCHEME

This practice statement tells you

This practice statement outlines Utilities Disputes' approach to complaints about additional services offered by providers belonging to the Energy Complaints Scheme. Additional services means services other than retail, distribution, or transmission, and includes telecommunications or solar services.¹ This practice statement explains:

- Utilities Disputes may refer complaints about additional services to providers before the complaint reaches deadlock
- Utilities Disputes will not consider a complaint about additional services only, unless it has agreement from the provider

Utilities Disputes may refer any complaint about additional services to providers before the complaint reaches deadlock

Utilities Disputes may refer complaints about additional services before they reach deadlock.

When Utilities Disputes receives a complaint before deadlock, we tell the complainant they can either complain to the provider themselves, or Utilities Disputes can send the provider a summary of the complaint. We may refer the complaint over the phone if appropriate. We take this approach regardless of what the complaint is about.

The Commissioner decides whether to accept a complaint only after the complaint reaches deadlock. This is why we refer all complaints, even if we may not accept all parts of the complaint. We tell complainants when we may not accept parts or all of their complaint.

The Commissioner considers complaints about additional services connected to traditional energy services

The Commissioner considers complaints about additional services if there is sufficient connection between the provider's supply of those goods and services, and the provider's supply of traditional energy services (such as retail, distribution and transmission services). Whether there is sufficient connection depends on the facts of the complaint.

¹ "Retail", "distribution" and "transmission" are defined in the relevant legislation – the Electricity Industry Act 2010 or the Gas Act 1992.



For example, the Commissioner is likely to accept a complaint if:

- a provider offers a bundle including solar panels (or any other additional service) *and* energy retail services to a customer, and
- a consumer makes a complaint about the *bundled offer*.

However, the Commissioner will not accept a complaint about an additional service with insufficient connection to energy services. For example, if a provider sells telecommunications services to a consumer but does not sell them energy services (or sells them through an independent agreement), the Commissioner will not accept the complaint unless the provider agrees, as discussed below.

The Commissioner will accept any complaint if the provider agrees

The Commissioner will accept any complaint if the complainant seeks Utilities Disputes' services and the provider agrees. This means even if the Commissioner would not otherwise accept a complaint about additional services, a provider may agree to the Commissioner accepting the complaint.

Nanette Moreau
Commissioner

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