Utilities Disputes resource order form

Please fill in the number of resources you need and return this form to [communications@udl.co.nz](mailto:communications@udl.co.nz). You can also download copies from our website:

<https://www.udl.co.nz/en/support-and-information/information-sheets/>

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| **Name or organisation:** | |  |
| **Email contact:** | |  |
| **Address:** |  | |
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**We’re here to help booklet** quantity

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| A booklet drawing on information from across our organisation that covers the different ways we help sort complaints |  |

**Fact sheets - General**

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| Service charter |  |
| Looking into your complaint |  |
| Resolving your complaint with a provider |  |

**Fact sheets – Electricity and gas**

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| Understanding your electricity bill |  |
| High power bills |  |
| Disconnections |  |
| Back bills or catch-up bills |  |
| Your electricity pricing plan |  |
| Electricity and gas when you’re renting |  |
| Claiming compensation |  |
| Trees and power lines |  |
| Secondary networks |  |

**Fact sheets – BSPAD (Broadband Shared Property Access Disputes)**

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| The statutory right of access |  |

**Fact sheets – Water**

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| Resolving your complaint with a provider |  |