



Resolving your complaint with a provider



This fact sheet explains:

- How to complain
- What you can expect from the provider
- When you can ask us to consider your complaint



How to complain

When you have a complaint about an electricity or gas provider, complain to the provider first. Explain your concerns and say what you think is fair to resolve the complaint.

You can contact the provider any way you normally do. If you prefer not to contact the provider directly, you can ask Utilities Disputes to refer your complaint for you.

What you can expect from the provider

You can expect the provider to:

- Tell you it has received your complaint (if you complained in writing)
- Look into your complaint
- Respond to you

The provider has up to 20 working days to resolve the complaint with you. If the provider needs more time and gives you a good reason in writing, the provider may take up to 40 working days.

Providers should not disconnect their services or take credit action on amounts you dispute while the complaint is investigated. Keep paying your current bills and any undisputed bills.

While the complaint is with the provider, we will do nothing further. You are welcome to contact us about the complaint process and what we do.



When you can ask us to consider your complaint



If the provider does not resolve your complaint, you can ask us to consider it. We will ask you for a privacy waiver so we can get relevant information from the provider.

We can consider your complaint when one of the following is met:

- The complaint is not resolved within 20 working days (or 40 working days if the provider gave you a good reason in writing)
- The provider makes it clear it will do nothing further
- You would suffer unreasonable harm from waiting any longer
- Waiting longer would be unjust

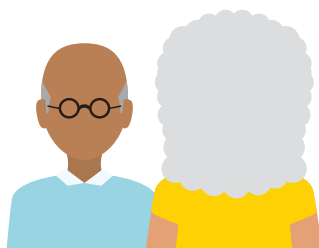
We can consider most complaints about electricity and gas providers.

We cannot consider complaints about price but we may consider pricing information and if the provider applied the price correctly.

Notes

Three horizontal grey bars provided for taking notes.

Utilities Disputes resolves disputes about electricity, gas, water, and access to shared property for broadband installations.



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