



Disputes with electricity or gas companies

If you have a dispute with an electricity or gas company, the Electricity and Gas Complaints Commissioner may be able to help you.

The Commissioner runs a scheme for resolving disputes between people and businesses and electricity companies and gas companies.

The Scheme is free to whoever makes the complaint.

Electricity and Gas Complaints Commissioner Scheme

The scheme covers electricity and gas companies that have joined as members. Electricity and gas retailers, electricity lines companies and gas distribution companies can all be members of the scheme.

You can find out if an electricity or gas company is a member of the Scheme. Ring the company and ask, or check the company's website.

The Commissioner can look into almost any unresolved dispute with a member company. Common issues include billing, disconnections and customer service.

Contact the Commissioner

Contact the office of the Commissioner to let us know you want to use the Scheme. Please let us know if you need translation services.

The office is happy to discuss any complaint. If it is not something covered by the Scheme, we may be able to tell you who else can help you.

Send (by post, fax, or e-mail) all the details of your complaint to the Commissioner.

Freepost 192682
Electricity and Gas Complaints Commission
PO Box 5875
Lambton Quay
Wellington 6145

Freephone 0800 22 33 40
Freefax 0800 22 33 47
E-mail info@egcomplaints.co.nz
Website www.egcomplaints.co.nz

Talk to the company first

If you have a complaint about an electricity or gas company, talk to the company first. Telephone or write to the company saying you want to make a complaint. It is important to use the word "complaint" so the company is in no doubt that you are complaining.

If the company is a member of the Scheme, it has 20 working days to find a solution. If the company thinks this is not enough time, it must ask the Commissioner to give it more time.

When should you use the Scheme?

You should use the scheme if:

- the company has not been able to come up with a solution you are satisfied with after 20 working days (or within any extra time given by the Commissioner)
- the company is not going to do anything about your complaint
- waiting for a solution is causing you harm.

The Commissioner will look at what you and the company have said and will try to help you work out a fair solution.

If you and the company cannot resolve the dispute, the Commissioner can make a decision that is binding on the company.

The Scheme cannot look at complaints about how much companies are charging for services, or at complaints where the amount is more than \$20,000. The Commissioner can look at complaints where the amount is up to \$50,000 if the company agrees.