Utilities Disputes resource order form

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

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

|  |  |
| --- | --- |
| **Name or organisation:** |  |
| **Email contact:** |  |
| **Address:** |  |
|  |
|  |

**Brochure** quantity

|  |  |
| --- | --- |
| Do you have a complaint about: electricity, gas, water, broadband installation on shared property? |  |

**Fact sheets - General**

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| Service charter |  |
| Looking into your dispute |  |
| Complaints about our service |  |

**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 |  |
| Smart meters |  |
| 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 |  |

**Fact sheets – Telecommunications**

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| UDL’s Telecommunications Complaint Scheme |  |
| UDL’s Telecommunications Code |  |

6/09/23:

*UDL is currently undergoing a process to review and update our existing fact sheets. As a result, some of these sheets are not yet available. If you make a request for sheets that aren’t ready yet, we’ll contact you as soon as the requested materials are available. Ngā mihi.*