

your customer experience is important to us

# dispute resolution process

Vector is committed to providing you with a high standard of service and a reliable energy supply. If however at any time you are unhappy with our service we will try to resolve the matter quickly to everyone's satisfaction.

## finding a solution

Contact Vector if you have a query or concern with our service, electricity or gas network equipment on your land or a land-related issue due to electricity or gas network work undertaken on your land.

**PLEASE NOTE:** You are billed for line network services by your electricity and gas retailer/s, so if your enquiry relates to invoicing or bill payment you will need to contact your retailer directly.

## contact us

Our customer service representatives can usually take care of your enquiry over the phone but, if your complaint is of a detailed nature, it can be useful to present it to us in writing.

You can get in touch with us by:

**Calling:** 0508 VECTOR (832 867), 7am – 6pm, Mon to Fri

**Emailing:** [complaints@vector.co.nz](mailto:complaints@vector.co.nz)

**Or in writing:** Customer Services, Vector Limited,  
PO Box 99882, Newmarket, Auckland

## resolution timeframes

### Acknowledgment

Vector will acknowledge receipt of your complaint within two working days of receiving it. We will provide you with the direct dial number for our Customer Resolutions team. One of our Customer Resolution Specialists will be responsible for investigating and resolving your complaint. You are welcome to contact the team with your reference number at any time with any additional information that you think might help us to resolve your complaint.

### Complaint resolution

We will provide you with an update or work to resolve your complaint within seven working days of receiving your complaint. If your complaint is not resolved within this timeframe, we will inform you of the reason for the delay and work to a resolution within 20 working days. Some complex complaints may require longer for investigation, in which case we will inform you of the reasons for the extended resolution timeframe.

This is a free service offered by Vector.

## utilities disputes limited (UDL)

If we have not resolved your complaint within 20 working days, or 40 working days where we have advised you of the reasons for a longer timeframe, or if you are not happy with resolution to your complaint, then you have the option of contacting the UDL.

UDL is a free and independent body that will facilitate resolution between the network company and the consumer if the other means of resolution have failed.

### Utilities Disputes Limited (UDL)

PO Box 5875 Lambton Quay, ph: 0800 22 33 40  
[info@udl.co.nz](mailto:info@udl.co.nz) | [www.udl.co.nz](http://www.udl.co.nz)

You can also contact:

**Citizens Advice Bureau**  
**Community Law Centre**  
**Disputes Tribunal**