

Disputes resolution process



Finding a solution

Vector is committed to providing you with a high standard of service and a reliable energy supply. However, there may be a time when you are unhappy with our service. In such cases, we will try to resolve the issue quickly to everyone's satisfaction.

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



09 303 0626
7am – 6pm, Monday to Friday



info@vector.co.nz



Customer Services
Vector Limited
PO Box 99882
Newmarket
Auckland

Proposed resolution timeframes

Acknowledgment

Vector will acknowledge receipt of your complaint within two working days of receiving it. We will advise you of the name and contact details of the Vector representative who will be working towards a resolution with you. This person will be responsible for investigating and resolving your complaint. You are welcome to contact your Vector representative 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 twenty working days. Some complex complaints may require even longer for investigation, in which case we will inform you of the reasons for the extended resolution timeframe.

Electricity and Gas Complaints Commission

If we have not resolved your complaint within twenty working days, or forty working days where we have advised you of the reasons for a longer timeframe, then you have the option of contacting the Electricity and Gas Complaints Commission.

The Commission is an independent body that will facilitate resolution between the network company and the consumer if the other means of resolution have failed. Vector is committed to ensuring that we resolve your problem well within the timeframes of the Electricity and Gas Complaints Commission scheme.

Electricity and Gas Complaints Commission
PO Box 6144 Wellington
0800 22 33 40
info@egcomplaints.co.nz
www.egcomplaints.co.nz

You can also contact:

Citizens Advice Bureau
Community Law Centre
Disputes Tribunal