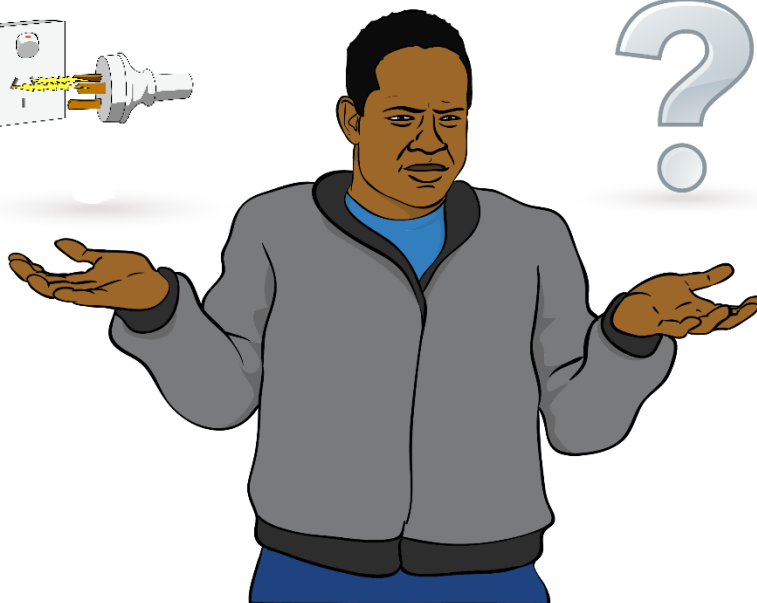
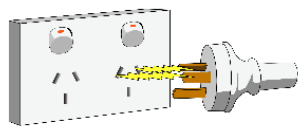




0800 22 33 40

Using the service of Utilities Disputes



**Easy Read
Information**

About this booklet



This booklet is about using the services of **Utilities Disputes**.



Utilities Disputes is an organisation that helps people to sort out complaints.



Utilities Disputes can help you if you have a complaint about a:

- power company
- gas company.

Making things easy



Utilities Disputes knows it can be hard for some people to:

- communicate
- use services.



Utilities Disputes will:

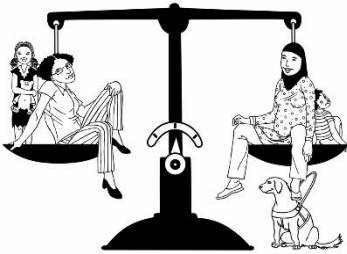
- tell you what **Utilities Disputes** does
- tell you how to use **Utilities Disputes**



- communicate with you in the way that works best for you



- teach everyone who works for **Utilities Disputes** how to work well with all people



- make decisions that are fair



- ask people that use the services of **Utilities Disputes** what they think about our services



- ask people in the community what they think about the services of **Utilities Disputes**
- keep working to make the services of **Utilities Disputes** better.

What to expect from Utilities Disputes

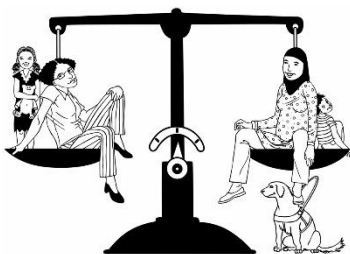


If you contact **Utilities Disputes** we will:

- ask you what we can do to make using our services easy for you



- remember to work with you in the ways you have said work best for you



- make fair decisions about what **Utilities Disputes** can do to make working with us easy for you



- tell you what we do with any information we have about you



- ask how you want us to stay in contact with you



- give you information that is easy for you to understand



- ask you to give us information in a way that is easy for you

- ask what you think about the services of **Utilities Disputes**



- ask what we can do to make the services of **Utilities Disputes** better.

Service Charter



Utililites Disputes has a **Service Charter**.

The **Service Charter** has information about how **Utilities Disputes** treats people that use our services.



If you want to see the **Service Charter** just ask us.



**This information has been translated into Easy Read
by People First New Zealand Inc. Ngā Tāngata Tuatahi**

