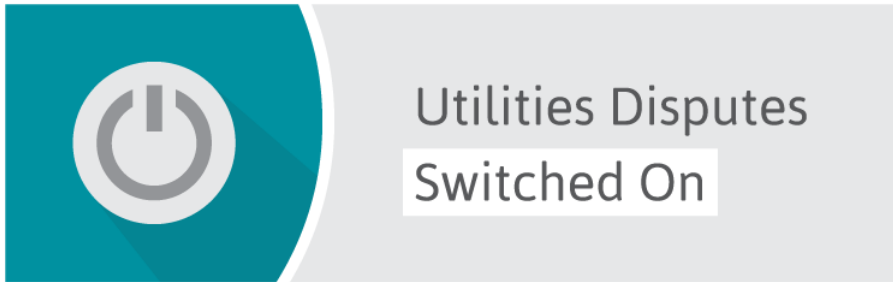


Independent / fair / free



December 2019

0800 22 33 40 | info@utilitiesdisputes.co.nz | www.utilitiesdisputes.co.nz

|MC:TOC|

Welcome from the Commissioner, Nanette Moreau



Kia ora koutou

My last message to you as Utilities Disputes Commissioner is one of thanks.

Thank you for the work you do and thank you for your ongoing support of Utilities Disputes.

As a free and independent dispute resolution service, we rely on our partnerships with consumers, industry, community, and government.

Access to justice requires knowledge and awareness. Thank you for sharing your knowledge and for spreading the word about Utilities Disputes. Thank you for telling people about us, displaying our brochures, linking to our website, following us on Facebook, sharing our campaigns, and indeed referring people to our service.

My passion for access to justice is the reason I began working at Utilities Disputes when it was first established back in 2002; and it is the reason I stayed for 17 years. That, and the people. In the end it's all about the people and the communities we create.

Our team here at Utilities Disputes believe in providing a quality alternative dispute resolution service that helps to improve outcomes for all New Zealanders. We are here to help.

I'm proud of the team and our achievements, and I'm grateful for your support over the years. I also want to thank all of the Board members I have worked with for their valuable guidance. In particular, our Chair Hon Heather Roy, has been immensely supportive through times of significant change.

Congratulations to new Commissioner, Mary Ollivier. I wish Mary and the Utilities Disputes team all the very best for an exciting future.

Before I begin my retirement, I'm going back home to Canada for a holiday, and I look forward to spending more time with good friends and family.

I wish you a happy holiday season. Thank you again and take care.

Ngā mihi o nga hararei ki a koutou.



Nanette Moreau
Commissioner

Our hours over the holiday period

The office closes at **3pm on Tuesday 24 December 2019**, and re-opens at **8:30am on 6 January 2020**.

Please contact us on email info@utilitiesdisputes.co.nz or through the online complaint forms on our website www.utilitiesdisputes.co.nz during this time. We will come back to you as soon as possible.

Energy and BSPAD Scheme case notes

(examples of what we do):



Case number: 85018
Year: 2019
Issues: Customer service – complaint handling – delays; customer service – complaint handling – other; customer service – complaint handling – provision of information; customer service – failure to respond; customer service – provision of information –



Case number: 80230
Year: 2018
Issues: Exercising of access right disputed – notice not given; exercising of access right disputed – validity of objection disputed – impediment to planned development
Outcome: Company has right to install
Complaint: In July 2018 the

information not provided; supply - faults

Outcome: Recommendation - upheld

Complaint: On 20 February 2018, Mr and Mrs B ordered gas bottles from the retailer. On 22 February 2018 the retailer supplied the bottles.

On 26 February 2018 Mrs B discovered a gas leak at the regulator. She said she thought the person delivering the bottles must have damaged the regulator when exchanging the bottles. The retailer told Mrs B to contact a gasfitter. It also asked her to get the gasfitter to investigate what caused the regulator failure.

In March 2018, Mr B told the retailer the damaged regulator caused damage to his fireplace. He said he wanted the retailer to cover the replacement costs. The retailer again asked for a copy of the report from the gasfitter outlining the cause of the damage. In April 2019, Mr B arranged for a gasfitter to replace the regulator. The gasfitter did not report on the cause of the damage to the regulator or fireplace.

In June 2018, the retailer recognised Mr and Mrs B's complaint. During the investigation, the retailer discussed the damage with the gasfitter. The gasfitter said the damage was due to wear and tear. The retailer refused to cover the costs of replacing the regulator or fireplace.

In 2019, Mr B again asked the retailer to cover costs of replacing the fireplace. The retailer offered to wipe the account for gas bottle supply and facility fees. It said it

company sent Mr Z a notice and plans for a proposed installation at his property. It sent the notice to the address registered on council records. Mr Z said he moved from the property in February 2018 and his neighbours were collecting his mail. He said he did not receive the notice about the installation.

Mr Z said the company could have used existing ducting to install fibre. He said the installation impacted on opportunities for future landscaping. Mr Z said neither he or his neighbour requested fibre and others were connected by an aerial connection. The company said the person investigating installation options did not find any ducting which could be used.

In September 2018 the contractors arrived at the property to start work. Mr Z said they cut the concrete driveway to lay the fibre instead of using the ducting put in for that purpose. He said he spoke to the contractors and they stopped work. Mr Z said they left the job unfinished and in a mess.

In October 2018, the company completed the installation.

Read more

offered this to try and resolve the complaint. Mr B accepted this offer as a partial resolution. He said he still wanted the retailer to cover the costs of replacing his fireplace. The retailer refused.

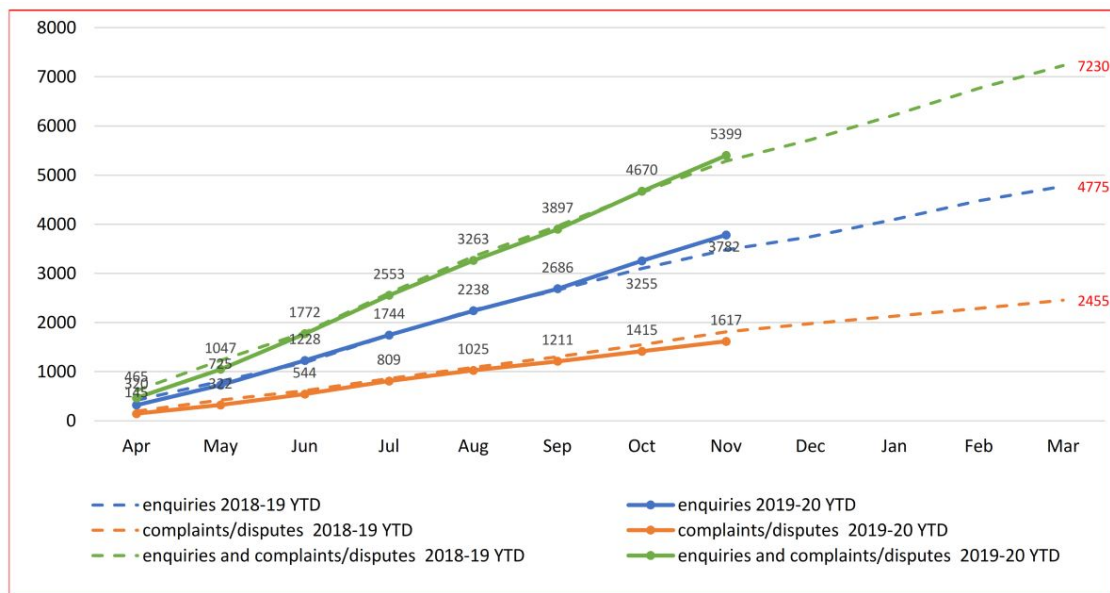
[Read more](#)



What the numbers tell us...

Enquiries and complaints/disputes (all schemes)

1 April 2018 - 30 March 2019 vs Year to date (1 April 2019 - 30 November 2019)





Meri Kirihimete

from all of us at
Utilities Disputes

Our office will close at 3pm, 24 December 2019 and opens at 8:30am, 6 January 2020

0800 22 33 40 info@utilitiesdisputes.co.nz utilitiesdisputes.co.nz



Please feel free to pass along this newsletter to your colleagues. We welcome your feedback, suggestions and questions. You can contact us at the email below.





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Our email address is:

communications@utilitiesdisputes.co.nz

Call us on:

0800 22 33 40

Please call or email us to be added to (or removed from) our mailing list.