

Service charter



Tell us if you have any special requirements for accessing our service, such as needing an interpreter or to receive information in a certain way.

Utilities Disputes is here to help with questions or complaints about electricity, gas, water, or broadband installation on shared property. Our service is free, independent, and fair.

What you can expect from our service

You can expect Utilities Disputes to be:

- Accessible
- Independent
- Fair
- Efficient
- Effective
- Accountable
- Free to complainants and other users of our service.

When you use our service, we will:

- treat you with respect and courtesy
- follow through with what we say we will do
- give you clear and accurate information
- update you about progress on your complaint
- respond to your calls or emails promptly
- progress enquiries and complaints quickly
- give reasons for any decisions we make about your complaint.

What we expect from you

When you use our service, we expect you to:

- treat Utilities Disputes staff with respect and courtesy
- respond to our requests for information promptly and as accurately as possible
- attend and engage in conciliation conferences
- keep appointments or give us reasonable notice if you can't attend
- read the information we provide
- update us about any changes to your circumstances or contact details
- tell us about any decisions you make about your complaint, including deciding not to continue your complaint or take your complaint elsewhere.

How we manage your information

We collect information about you and your complaint. We comply with New Zealand law when we collect, store, use, and release personal information.

Passing information

We may ask you and the provider to give us information about your complaint. We will pass information we receive from you to the provider, and from the provider to you.

We may remove inflammatory content, such as abusive language, from information you or the provider send us.

Sometimes you or the provider may not want us to pass information to the other party for personal or commercial reasons. You will need to discuss this with us, as it may mean the Commissioner cannot consider the information.

Privacy waivers

If you ask us to refer your complaint to a provider or consider your complaint, we will ask you for a privacy waiver. This allows the provider to give us information we ask for about your complaint, and allows us to share information you give us with the provider.

Storing your information

We will keep the details of your case indefinitely in our secure database for statistical purposes. We will not share any identifiable information about you without your consent. We do not store original documents you send us. We return these to you.

Utilities Disputes resolves complaints about electricity, gas, water, and broadband installation on shared property.

How you can compliment or complain about our service

Compliments and general suggestions for improvement

We value your feedback. Please let us know if you think we have provided you with a good service or if you have any suggestions on how the service may be improved. You can do this by sending your feedback to the person you dealt with.

Complaining about our service

Sometimes our service may not meet your expectations. If that is the case we want your feedback. You can make a complaint about our service at any stage. You can raise the matter with the staff member you dealt with. You can also ask to speak with that person's supervisor. We will do our best to resolve your concerns.

If you are still not satisfied with the response we give you, you can complain about our service. For example, you can complain about how we handled a complaint, or about the conduct of staff.

Please refer to our fact sheet – *Complaints about our service.*

Get in touch. Our service is free, independent, and fair.

☎ 0800 22 33 40

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