



UTILITIES DISPUTES

TAUTOHETOHE WHAIPAINGA



2 September 2021

Kia ora koutou,

Utilities Disputes (UDL) is checking in to send all of you our best thoughts and wishes. We are here to help whatever the alert level!

We hope you and your whānau are staying well and safe.

Our team is all geared up and working from home, so please get in contact with us whenever you need us.

Some news! UDL announces new \$25,000 scholarship

We are turning 20! To celebrate we are delighted to announce an inaugural scholarship worth \$25,000 for research relating to dispute resolution in the utilities sector.

UDL has provided high quality dispute resolution for 20 years. This scholarship is a fantastic opportunity for anyone with an interest in any aspect of these topics.

Please see the media release [here](#).

If this sounds like you or anyone you know please see the details on our website [here](#) or email Markus Frey m.frey@utilitiesdisputes.co.nz for more information.

Te Wā Tuku Reo Māori

At midday on 14 September, UDL will again participate in the Māori Language Moment. We will sing a waiata, work on our pronunciation, and tākaro some games. Will you join us? Find out more [here](#).



Consumer care guidelines



As mentioned in our last newsletter, from 1 July 2021, the Electricity Authority (EA) has released new consumer care guidelines for electricity retailers. Retailers following the guidelines should work to ensure their customers have a constant supply of electricity which meets the needs of their household.

The guidelines recognise that retailers have a right to be paid. When a customer is having trouble paying their electricity bill or if someone in their household is dependent on the supply of electricity for health reasons, it is important they contact their retailer as soon as possible, so they can work together to find a solution.

Retailers following the consumer care guidelines will produce a public-facing consumer

care policy. The consumer care policy will explain how the retailer will work with their consumers to help them stay connected.

Retailers are expected to produce and implement their consumer care policy by the end of 2021.

You can view the new consumer care guidelines [here](#).

Out, about, and online in the community – July and August update



Jessica Niemack, UDL Community Engagement Officer

Jessica Niemack, our community engagement officer, visited Department of Corrections and victim support sites to offer support for their staff. This was as a direct result of [Shine](#) training on domestic violence UDL staff received. Jessica also engaged with Habitat for Humanity and Christians Against Poverty (CAP).

Jessica continues to build partnerships attending and presenting at community network meetings (face to face and online). This vital community work enables more and more of those in the community to be aware of how UDL is here to help.

Jessica, and Caitlin from the conciliation team, also shared the mahi we do at UDL with organisations in Australia that are similar to us and learned about how others are approaching their community work.

UDL regularly attends the Porirua Pacific Services Network (PPSN) hui where we can share our work, learn from, and support additional community services available in Porirua.

Top tips Jessica has been sharing:

- Talk to your provider about your situation (whatever it is) and check to see if you are on the best plan for you
- Use Powerswitch to see if you can save money

- Call the UDL team if you need help.



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Our email:

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