

Raising awareness of Utilities Disputes Limited (UDL)





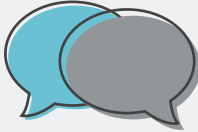
How the UDL scheme rules and the Code overlap

The UDL scheme rules and clauses 11.30A to 11.30E in Part 11 of the Electricity Industry Participation Code (Code) require industry participants to raise awareness of UDL's dispute resolution scheme.

UDL rules primarily focus on what information needs to be provided, how and when.

The Code overlaps and strengthens these requirements by directing that some of this information must be presented in a clear and prominent way.

You can modify communications that meet the UDL scheme rules so they also meet the relevant subset of Code clauses.

	UDL scheme rules	To meet the Code at the same time
	1. Information about UDL must be on a consumer's invoice	Make the UDL information on the invoice clear and prominent*
	2. Information about UDL must be on relevant notices about services sent to consumers	Make the UDL information on personalised* notices about services clear and prominent
	3. Information about UDL must be provided when a consumer complaint is: <ul style="list-style-type: none"> received resolved reaches deadlock 	Make the UDL information clear and prominent at least once during a complaint process

For information follow the links below or get in touch:

Utilities Disputes Limited

Scheme Rules

providers@utilitiesdisputes.co.nz

www.utilitiesdisputes.co.nz

Electricity Authority

The Code

Guidelines: Raising consumer awareness of Utilities Disputes and Powerswitch services

marketoperations@ea.govt.nz

www.ea.govt.nz

*Definitions of **clear** and **prominent** and **personalised** are included in the Authority's raising awareness [guidelines](#)