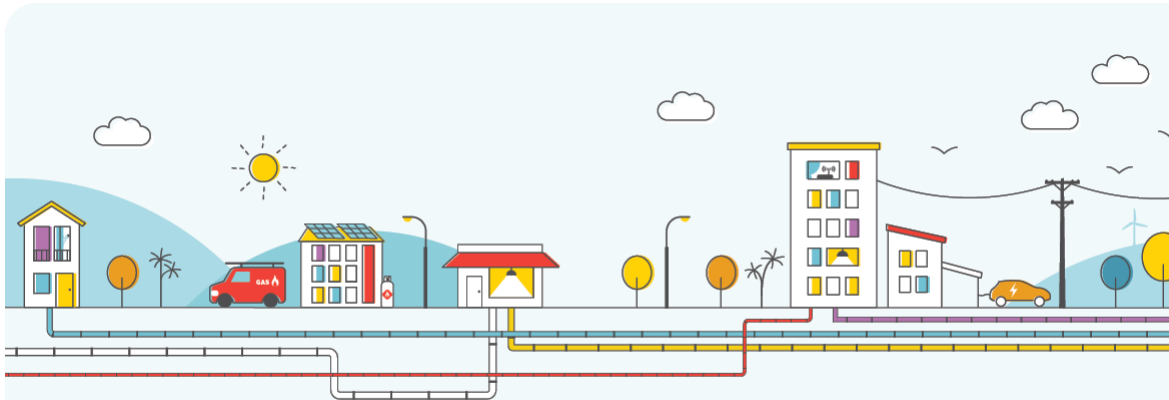


[View this email in your browser](#)

Kia ora



5 December 2022



Toihau | Commissioner

Kia ora koutou,

Tautohetohe Whaipanga | Utilities Disputes continues to provide a much-needed service to our community. Last reporting year we received 17,409 total enquiries an increase of 56% from the previous year.

This calendar year has continued to be extremely busy as we assist utilities customers and their providers resolve their complaints.

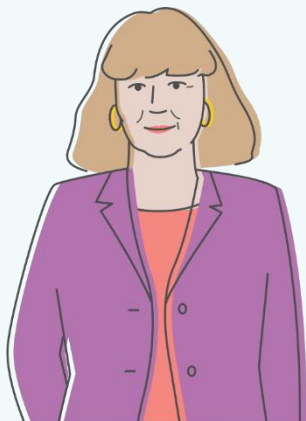
As we approach the end of the year and in the lead up to the holiday season remember to stay digitally safe – to do so we need to be vigilant when looking out for constantly changing scams. See below for information about a webinar UDL is hosting next week which will include tips on what to look out for. *Don't miss it!*

For those who have used our services we appreciate greatly those who complete our feedback surveys. This is a crucial tool for us in finding out what we are doing well and how we can do better. Some excerpts of great feedback we have received during the year are:

- *"Thank you for listening to me and making me feel heard. I appreciate the time you have spent with me. I feel a lot better after speaking with you.*
- *"Thank you for taking on my complaint and actually taking it seriously. I feel like there's a chance the issue will soon be resolved.*
- *"The staff member who helped me with my complaint could not have been more helpful, the issue was resolved in one day."*

Have a safe and happy holiday season.

Ngā mihi nui



Mary Ollivier

December Webinar Staying Safe Online

Register now

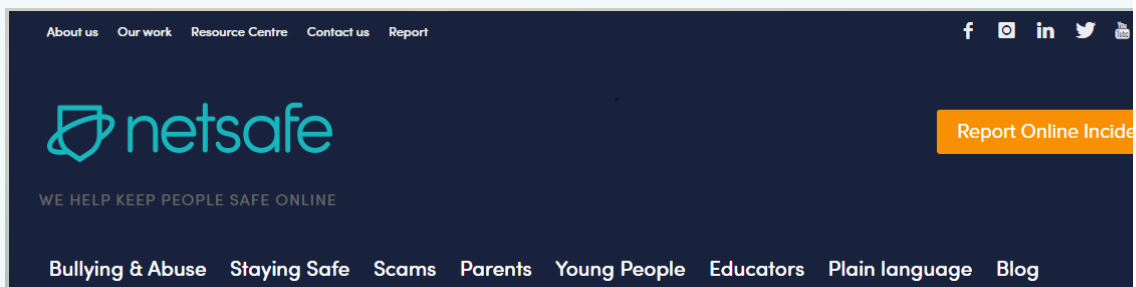
11am Wednesday, 7 December 2022

“How to stay safe online”

Join us and Netsafe’s Alex Yi, Online Safety Operations, and learn about the latest scams and how to avoid them, tips for surfing safely and receive support and advice on digital technology.

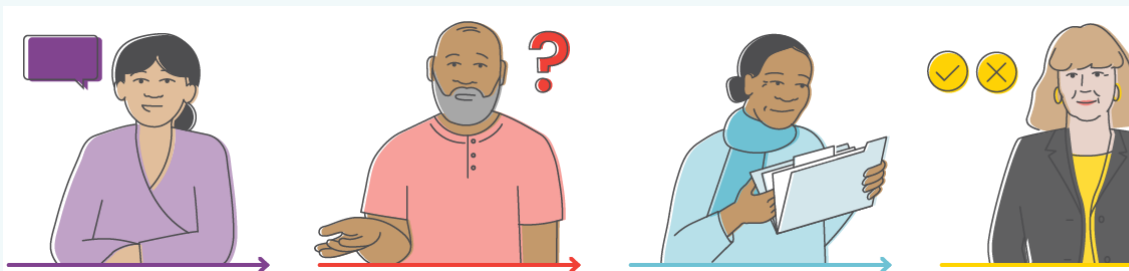
Alex will take us through the latest developments in digital security - what to do and what not to do!

He will provide tips and support about using digital technology safely, managing online challenges like online harassment, bullying, abuse. Don’t miss this webinar in the lead up to the holiday period where more scams might arise. This webinar will be useful for your organisations, your customers and for you personally. Sign up today to secure your place.



New Visual UDL Complaint Process

We have developed a new user-friendly compliant process and encourage you to have a look and click on the image below.



UDL Forum 10 March 2023 - save the date

UDL's annual forum is scheduled for Friday 10 March 2023.

We are busy finalising the programme – it promises to be a valuable and stimulating day including tips for dealing with unreasonable complainants and practical workshops on utilities dispute resolution.

Mark your diary now, 10 March 2023

Christmas and New Year Opening Hours

UDL will be closed from 3pm on Friday 23 December 2022,
reopening Monday 9 January 2023.

You can still use our online complaint forms or email us at info@udl.co.nz

Community update



Out, about, and online in the community

Jessica Niemack

UDL Community, Engagement Officer

October and November saw Jessica engaging with many different parts of the community about how UDL can help resolve any issues they have with their utilities providers. Here are some of the highlights.

Disability Expo.

Jessica shared our services and educational information as well as our support resources which were very welcome with a number of organisations and people attending the EXPO. Jessica talked about the importance of arranging care plans for patients who all needed electricity to support their recovery or ongoing health needs and communicating that with their retailer. From Spinal Networks, Perry, an inhouse

peer support facilitator, said he had several pieces of equipment at home that were all powered by batteries or directly plug in to the power socket. He had heard about the Medically Dependent (MD) Consumer form in Australia but did not think it was available to him in Aotearoa | New Zealand.

Sefesi, an outpatients' peer support facilitator was concerned that an energy plan was not a consideration for patients as part of their *Cares Plan*. Both Perry and Sefesi will be contacting their medical team and their energy providers about their MD Consumer Form.



Pictured above are Perry Te Wirii and Sefesi Puleiku with UDLs' unique *brochure* doubling as a sustainable robust bag capable of holding groceries, books, or tools.

Jessica also attended **ACOFI** (African Communities Forum Incorporated) and **Ethnic Communities**, meeting with Jessica Phuang; Ethnic Responsiveness Manager of Police Ethnic Communities and Immigration New Zealand

Connecting with our communities

Living and learning family centre - Jessica helped make edible Christmas trees and Reindeer food for young mums and their tamariki.



Tamaki Community Development Trust - services provided range from supporting parents to enrol and take their tamariki to school (kindergarten to college), support with homework as well as safety programmes around drugs and alcohol harm. As the women make progress, they offer employment opportunities and support for further study. Jessica talked with the ladies about barriers/challenges/complaints about electricity and top tips especially about the safety and cost of running Christmas lights and safety during the holiday season.

