

Position Description for Water Complaints Scheme Advisory Committee Member

The Board of Tautohetohe Whaipainga | Utilities Disputes is seeking a Member to be appointed to the Advisory Committee of our voluntary Water Complaints Scheme (Water Scheme).

Mō mātou | About us

Utilities Disputes is a not-for-profit organisation providing dispute resolution and other related services to the utilities sector. See www.utilitiesdisputes.co.nz

The Advisory Committee provides the Board with advice and recommendations, and a forum for consultation on matters relating to the Board's operation of the Water Scheme.

The make-up of the Advisory Committee will be made up of representatives of the water industry, consumers and Te Ao Māori perspectives.

The Advisory Committee is designed to incorporate the views of parties with an interest in the Scheme it is required to resolve disputes about.

Utilities Disputes welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Mōhou ake | About you

Skills and abilities of an Advisory Committee Member

The following outlines the skills and capabilities the Board will be looking for in a successful candidate.

Relevant experience for candidates:

- Drinking water, wastewater, or stormwater systems knowledge
- Experience with water utilities, local government infrastructure, or environmental regulation
- Understanding of New Zealand water reform context (e.g., regulatory frameworks, consumer protection, or utility oversight)
- Exposure to service delivery performance, asset management, or infrastructure funding
- Understanding of equity, access to essential services, and vulnerability issues

Useful experience could include exposure to or involvement with:

- Local government or council-controlled organisations
- Water service providers or regulators
- Community or consumer organisations
- Māori/iwi engagement frameworks

Relevant skills for candidates:

- Ability to interpret technical, regulatory, and consumer information at a strategic level
- Experience contributing to committee decision-making, consensus-building, and independent judgement
- Must be able to act independently of employers, industry bodies, or councils
- Ability to assess data, reports, and policy proposals critically
- Able to work effectively with other Advisory Committee Members
- Ability to build on our evolution and strengthening of Te Tiriti o Waitangi competency and incorporate relevant tikanga and culturally responsive principles into discussions

Mō te Tūranga | About the role**Advisory Committee Member's duties**

The Advisory Committee provides advice and recommendations, and a forum for consultation on matters relating to the operation of Utilities Disputes' Water Scheme. The Board is required to have regard to the Committee's views.

Conflicts of interest

Before a person is appointed they must disclose the nature and extent of any interests they have at the time, or likely to have, in matters relating to the Advisory Committee.

Advisory Committee meetings

Advisory Committee meetings are held in Wellington and may be attended in person or virtually. Meetings generally last one to two hours and are held four times per year. There may also be the occasional special meeting requested by the Board. An Advisory Committee member chairs the meetings on a rotating basis.

Remuneration

The Board sets and provides remuneration for Advisory Committee Members. Consumer or General Representatives receive \$300 per meeting. Representatives of Member companies do not receive remuneration. Utilities Disputes will pay any reasonable costs associated with attending a meeting for a consumer or general representative that lives outside of Wellington should they attend in person.

Term of office

Appointments will be for up to three years, with the potential for reappointment up to a total of six years.

Applications are to be submitted using Appoint: