

## **28 June 2022 | Electricity Authority and UDL MOU**

The Electricity Authority (the Authority) and Utilities Disputes Ltd (UDL) recently signed a Memorandum of Understanding (MoU), formalising an even closer working relationship for the two organisations based on mutual assistance and cooperation.

The Authority and Utilities Disputes share a common focus on improving the consumer experience in the electricity sector.

The new MoU will help to streamline communication, cooperation, and information sharing, where appropriate, between the two agencies.

The Authority has a particular responsibility to safeguard the long-term benefits of consumers, and also recently published new Consumer Care Guidelines. The guidelines educate retailers and consumers about their responsibilities and what consumers can expect of their retailer if they are in hardship or are medically dependent.

You can read more about the new MoU and the Consumer Care Guidelines here:

<https://www.ea.govt.nz/about-us/what-we-do/working-with-other-agencies/>