

Kalina Shipkov appointed Deputy Commissioner of Tautohetohe Whaipanga | Utilities Disputes (UDL) 5 February 2024

Neil Mallon, Commissioner for Utilities Disputes Limited (UDL), is excited to confirm the appointment of Kalina Shipkov as UDL's new Deputy Commissioner.

"Kalina joins us from the Office of the Ombudsman where she led a team of investigators, worked on strategy development and complex investigations. She has wide-ranging experience of resolving consumer complaints in both the UK and Aotearoa where she worked for the General Social Care Council and the New Zealand Law Society," said Commissioner Mallon.

Kalina has been admitted as a barrister and solicitor and is a proud Wellingtonian.

"This is a great opportunity for me," said Kalina; "I'm very much looking forward to working with Neil and the team, contributing to the high-quality services UDL provides, as well as increasing our awareness to make it even easier for consumers and providers to work with UDL."

Background Information

UDL has been resolving consumer complaints between electricity providers and their customers since 2001. Since then, its jurisdiction has expanded to include gas providers and their customers consumers as well as disputes about the installation of broadband on shared property as part of the nationwide fibre rollout. In the past few years, it has also expanded its services to include voluntary water complaints and telecommunications complaints schemes.

UDL is overseen by an independent five-person board that is chaired by former MP Heather Roy. It has around 30 full time equivalent staff, who are committed to helping consumers and providers resolve their issues in a timely and effective way.