

Utilities Disputes Welcomes Board Chair Deborah Hart

Utilities Disputes | Tautohetohe Whaipainga (UDL) welcomes Deborah Hart as the new Chair of the UDL Board and Tony Dench as Board member – effective November.

Ms Hart is an experienced collaborative leader. She has reviewed and advised many dispute resolution schemes and will bring that wealth of knowledge to the schemes UDL delivers for Kiwi consumers and their utility providers, covering electricity, gas, water, broadband installation (shared property) and telecommunications.

“We are delighted Deborah has been appointed as Chair of the UDL Board,” says outgoing Chair the Hon Heather Roy. “She has considerable experience in the governance of organisations like ours, including previous roles as Executive Director of the Arbitrators and Mediators’ Institute of New Zealand and Chair of the Consumer Advisory Council.

“After a long tenure with UDL it is time for me to step aside and I have every confidence Deborah will ably lead the Board through the next phase of its journey. UDL will continue to deliver an excellent service for consumers and providers.”

“I am also very pleased that Tony will be joining the UDL Board. With a 30year career spanning the UK and New Zealand, Tony brings with him extensive financial and governance experience as well as industry networks that will be a valuable addition to the Board;” says Ms Roy.

[Ms Hart](#) is currently the Independent Chair of the Retirement Villages Residents’ Council and has recently undertaken the independent review of the Banking Ombudsman Scheme.

Mr Dench works with a wide range of businesses in his leadership of [Cardinal Point](#). He has a number of governance appointments and previously was the interim Chief Executive of Financial Advice NZ amongst other roles.

For More information

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