Utiities Disputes Limited
Financial Statements for the year ended 31 March 2026
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Utiities Disputes Limited
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Board	Deborah Hart (Chairperson) Tony Dench Ruth Smithers Corey Hebberd Kevin Angland
Registered office	DLA Piper New Zealand 20 Customhouse Quay Wellington Central Wellington 6011
Nature of business	Dispute Resolution and related services
Independent auditor	Moore Markhams Wellington Audit Level 11, 34-42 Manners Street, Wellington 6142
Bankers	ANZ Banking Group (NZ) Ltd Westpac New Zealand Ltd
Incorporation Number	6148169
Date of Incorporation	2 November 2016
Shareholders	Deborah Hart - 1 share

Statement of service Performance

Tautohetohe Whaipainga | Utilities Disputes Limited (UDL)

This report has been prepared in accordance with PBE FRS 48 Service Performance Reporting.

The Board of UDL believes that the statements contained in this report accurately reflect the overall performance of UDL for the year ended 31 March 2026.

Who is UDL?

UDL is a not-for-profit dispute resolution service provider. It provides prompt, fair, and independent resolution of complaints and disputes between consumers and their utilities companies when they are unable to be resolved between the parties.

It has been receiving complaints since 2001 and is free to consumers. It is funded by membership and complaint levies paid by providers.

UDL currently operates four dispute resolution schemes:

- the Government approved Electricity and Gas Complaints Scheme;
- the Government approved Broadband Shared Property Access Disputes Scheme (BSPAD);
- a voluntary Water Complaints Scheme; and
- a voluntary Telecommunications Complaints Scheme.

The Government schemes must be independently reviewed regularly. A review of the Electricity and Gas Complaints Scheme was completed in 2023. A review of the BSPAD scheme was completed in the relevant period.

Governance

UDL is governed by an independent Board consisting of a chairperson and four directors.

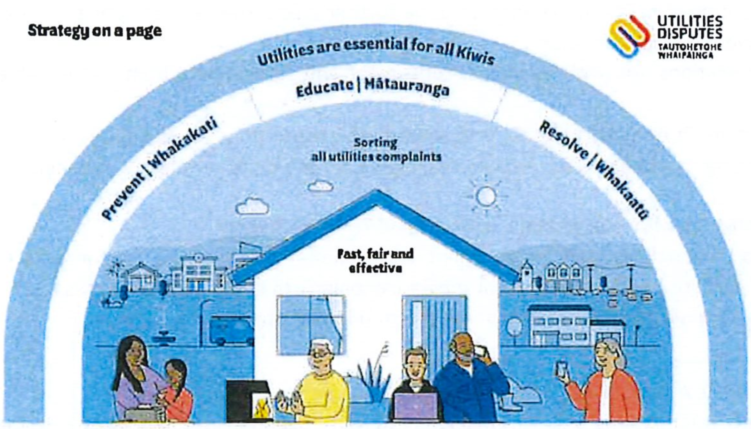
The Electricity and Gas Complaints, BSPAD and Water schemes have their own advisory committees made up of industry and consumer representatives who meet quarterly to provide advice to the Board. We are intending to establish a similar advisory committee for our telecommunications scheme.

What UDL does

Our membership numbers at end of year were:

Energy members 359 BSPAD members 3 Water members 3 Telecommunications 1

UDL aims to facilitate a strong relationship of trust between consumers and utilities organisations. To achieve this, UDL focuses on three key aspects of effective complaints resolution: Prevent, Educate and Resolve.



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UDL operates under the Australian Treasury's Benchmarks for industry-based dispute resolution schemes. These principles were adopted and are reflected in UDL's original constitution, subsequent governance documents, and relevant legislation.

The six principles are:

1. Accessibility
2. Independence
3. Fairness
4. Accountability
5. Efficiency
6. Effectiveness

UDL's Commissioner is a member of the Australian and New Zealand Ombudsman Association (ANZOA), the professional association for Ombudsmen in Australia and New Zealand. ANZOA's members are individual Ombudsmen or Commissioners whose offices operate on a not-for-profit basis, are industry-based, and/or are instituted by parliament. They are to meet high standards of independence, impartiality and effectiveness[1].

Last year the Board approved new performance standards to be implemented based on international performance standards used by similar organisations. They better reflect the work we do at the different stages of the complaint resolution process. UDL's performance against those standards is set out below.

As confirmed above, Allen & Clarke conducted an independent review of UDL's BSPAD scheme[2] which found:

- the Scheme has demonstrably met its purpose of enabling fibre connectivity throughout New Zealand
- providers that are members of the Scheme and end-users, both think the Scheme appropriately straddles the line of allowing statutory property access for fibre installation and a pathway for objection to this access.

UDL's strategic goals

UDL strategic goals for the year are:

- Aligning the budgetary increases with demand, predicted work volumes and strategic initiatives, departing from CPI where justified
- Ensuring all schemes are appropriately priced and independently funded to operate effectively
- Focusing on expanding the jurisdiction and reach of existing schemes
- Pursuing new schemes that align with water, energy, telecommunications so we can be New Zealand's leading provider of dispute resolution services.
- Striving for excellence in core business and providing value by being fast, fair and effective
- Achieving all performance standards
- Recruiting, retaining and rewarding high performing staff who contribute to our positive culture and be recognised employer of choice
- Using data, tech where possible to improve our services and advance our strategy
- Developing and implementing an AI roadmap to drive further efficiencies and adopting AI where it will improve services and increase our value
- Maintaining strong relationships with providers, consumers and stakeholders built on the value of our services.
- Developing an effective Te Ao Māori and Te Tiriti strategy to ensure they are embedded in our values and services, and being used effectively to guide engagement and build genuine relationships with Māori
- Providing training aligned with our prevent, educate and resolve strategy
- Drawing on data and research to guide engagement and communicate the value of our services and brand through our website and targeted social media campaigns that will raise awareness
- Building awareness through targeted and expanded community outreach.

[1] For a full explanation see: *ANZOA Rules and Criteria*, sch 1 and www.anzoa.com.au

[2] https://www.udl.co.nz/assets/Publications-and-schemes/General-publications/Final-Report-Allen-+-Clarke-BSPAD-Scheme-Review-2025.pdf

To meet our broader strategic goals, we have:

- Focused on early resolution, improved our efficiency, shared data and insights, issued more decisions and increased our ability to identify systemic issues so they can improve utility services and prevent complaints.

  The focus on early resolution and efficiency has allowed us to maintain high standards of service while responding to record demand for our services which has seen:
  - Complaints increase by 500%
  - Phone calls increase by 133%
  - Complaints per staff member increase by 167%
  - Phone calls per staff member increase by 28%
  - Expenditure per complaint decrease by 60%
  - Expenditure per phone call decrease by 17%

  Improving our ability to share data, insights and decisions has allowed us to improve our engagement with providers, regulators and stakeholders. Improving our ability to identify systemic issues led to the introduction of a six-month cap on back bills by the Electricity Authority that will prevent complaints and improve services for all electricity consumers.

- Participated in two dedicated social media campaigns to grow consumer awareness of our services. These have significantly increased our social media presence and reach, to increase public awareness of UDL and its services incorporating our community engagement and other activities

- Refreshed and renewed our Communications and Engagement strategy.

- Delivered webinars, training, forums, published articles and met with over 160 social organisations (through community outreach) from Northland down and across to Tairawhiti, Taranaki, Porirua and Wellington with the South Island coming soon

- Increased the number of decisions and complaint summaries issued to resolve complaints

- Obtained independent complaint resolution training for frontline staff

- Increased and improved our data reporting to providers and stakeholders in our schemes

- Increased the volume of complaints considered through our water and telecommunications complaints schemes

- Increased the number and quality of submissions submitted on legislation and regulatory change

Our people

The UDL team of 46 staff (including two contractors) consists of:

Operational (33) Data and Reporting (3) Senior leadership team (4)

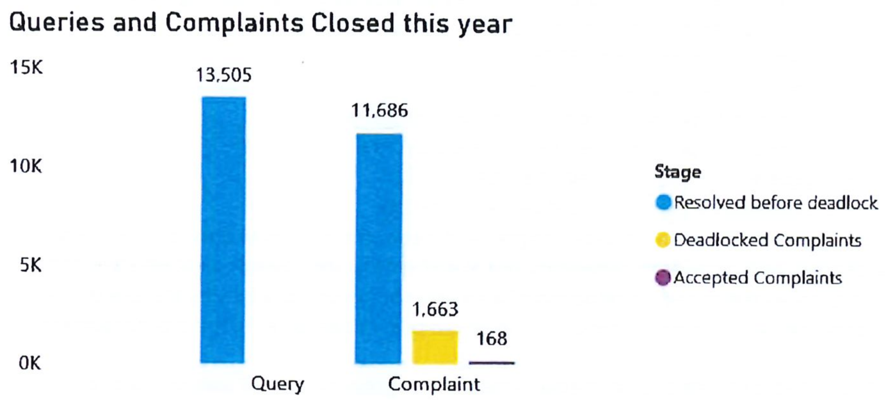
Other (6) includes legal and policy advice, communications, community engagement, Māori cultural advice, financial, and office management.

Environmental

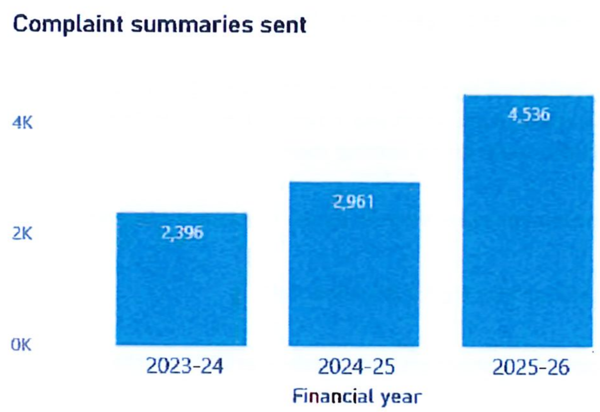
UDL is in the fifth year of its journey towards realising efficiencies, reducing our carbon footprint, and becoming more sustainable.

Complaints and queries received and closed during the year (figures in brackets refer to previous year)

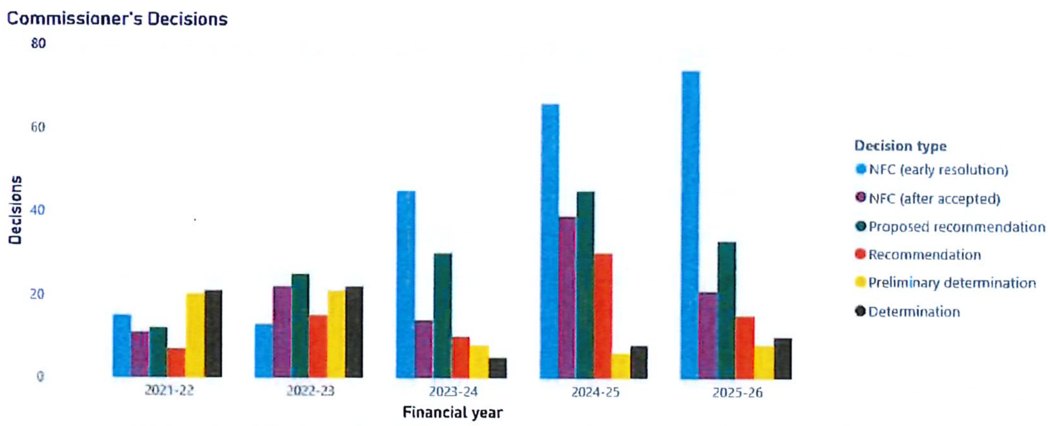
During the year we received 27,045 (21,020) total cases across all our complaints schemes made up of 13,491 (12,655) queries and 13,554 (8,356) complaints. Table showing a breakdown of all cases closed:



As stated above, UDL has increased the number of complaint summaries it produces to assist consumers to resolve complaints with their provider, from 2,961 to 4,536 in the reporting year.

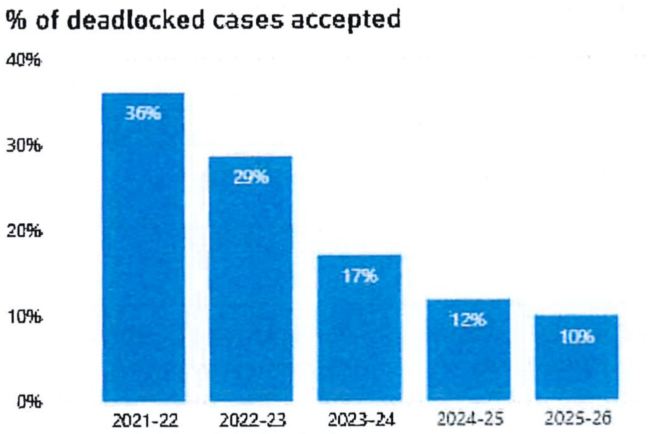


UDL issued less Commissioner's decisions this year.



This year we have continued our ongoing work to resolve more complaints in the earlier stages of our process to improve our timeliness. This aligns with our strategic goal of being an efficient dispute resolution scheme.

Fewer deadlocked complaints are accepted for investigation because they have been resolved by our early resolution teams:



Our energy complaints scheme is our largest scheme and represents 92% of queries and complaints received.

Breakdown of accepted cases		
Energy	89%	175 (157)
BSPAD	6%	12 (9)
Water	5%	9 (8)
Telecommunications	0%	0 (0)

Energy Complaints Scheme (figures in brackets refer to previous year)

During the year the Energy Scheme received 12,413 (11,500) queries, 12,505 (7,513) complaints, 1,915 (1,462) deadlocked complaints, and 175 (157) cases accepted for consideration.

We closed 149 (167) accepted energy complaints during the year. On average energy complaints took 84 (103) working days to close from date accepted to date closed.

Broadband Shared Property Access Disputes Scheme (BSPAD)

During the year the BSPAD Scheme received 13 (25) queries, 25 (16) complaints, 12 (11) deadlocked complaints, and 12 (9) cases accepted for consideration.

We closed 10 (14) accepted BSPAD disputes during the reporting year. On average, BSPAD disputes took 44 (25) working days to close from date accepted to date closed.

Complaint numbers continued to be low as we are waiting for the changes to the Telecommunications Act 2001 to be finalised to make the statutory right of access permanent.

Water Complaints Scheme

During the year the Water Scheme received 74 (112) queries and out-of-scheme complaints, 134 (100) in scheme complaints, 26 (14) deadlocked complaints, and 9 (8) cases accepted for consideration.

We closed 9 (9) accepted water disputes during the reporting year. On average, water disputes took 81(95) working days to close from date accepted to date closed.

Telecommunications Complaints Scheme

During the year the Telco Scheme received 429 (543) queries, 263 (277) complaints, 17 (15) deadlocked complaints, and 0 (0) cases accepted for consideration.

We closed 0 (0) accepted telco disputes during the reporting year.

UDL's performance standards

Table – UDL's performance against standards set for 2025-26 (figures in brackets refer to previous year)

Scheme requirement	Performance standard	Performance
A. Complainant satisfaction	Goal reaching an average over 4 out of 5	Met - 4.20 (4.27)
B. Provider satisfaction	Goal reaching an average over 4 out of 5	Met – 4.9(4.44)
C. Awareness and accessibility	25% prompted awareness in the bi-annual MBIE consumer survey	The Board has changed this performance measure to 25% unprompted awareness. MBIE survey to measure prompted awareness not conducted in 25/26 financial year – next survey results due to be published in June/July 2026
D. Compliance reporting – complete, accurate and on time	Compliance reporting for the Energy Scheme is complete, accurate and on time. We are scheduled to complete the self-review exercise in June	Met
E. External review of cases	Assess complaint handling as meeting requirements of natural justice and good complaint handling	Professor Ron Paterson OZM Was engaged to review a random selection of our work and case files. The review confirming we met our core objectives, with an overall score of just over 90% when aggregated.

Table - Time to close cases over last five years

Performance standards

Last year the Board approved the new performance standards to be implemented. The new standards were based on international performance standards used by similar organisations and reflect the work we do at the different stages of the complaint resolution process.

Table – New performance standards, tracked over past 4 years

	2022-23 combined Schemes	2023-24 combined Schemes	2024-25 combined Schemes	2025-26 combined Schemes
90% of all cases closed within 10 working days	92%	88%	91%	91% - met
90% of all queries closed within 1 working day	86%	88%	90%	93% - met

65% of all deadlocked (including accepted) complaints closed within 30 days of deadlock	69%	71%	66%	58% - not met
90% of all deadlocked (including accepted) complaints closed within 90 days of deadlock	91%	92%	90%	93% - met

Measuring complainant and provider satisfaction

A. Complainant satisfaction

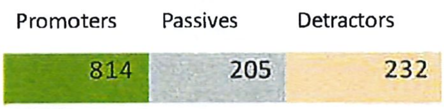
Our feedback surveys were introduced in 2021. We survey complainants for different parts of our process which can be broadly divided into early resolution and conciliation work. The surveys include questions around ease of use, respect, understanding, and timeliness.

Our overall complainant satisfaction scored an average of 4.20 out of 5. Our complainant satisfaction surveys are conducted at different stages of the complaint process, covering all aspects of our service.

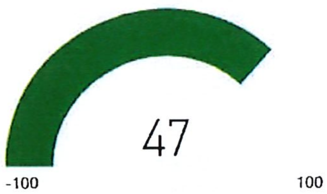
B. Provider satisfaction

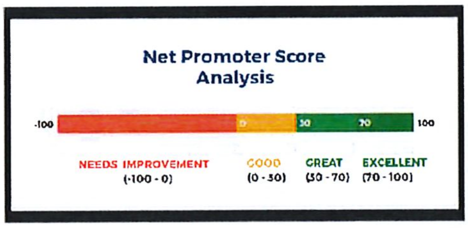
Provider satisfaction is monitored in the same way as complainant satisfaction. We survey providers at the point when a complaint concluded. Over the year our provider satisfaction scored an average of 4.49 out of 5.

Our net promoter score (NPS) grew from 39 to 47 over the reporting year across all complainants and providers:



NPS Score





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Utiities Disputes Limited
Statement of Comprehensive Revenue and Expenses
For the year ended 31 March 2026

	Notes	2026	2025
		$	$
Revenue from non-exchange transactions			
Market share based levy		5,577,143	5,309,064
Case based levy		258,768	225,311
		5,835,911	5,534,375
Revenue from exchange transactions			
Interest income		155,425	255,069
Sundry income		19,364	52
		174,789	255,121
Total revenue		6,010,700	5,789,496
Expenses			
ACC Levy		5,263	4,040
Accommodation and travel		66,208	64,199
Advisory Committee Fees and Expenses		7,557	6,329
Amortisation		121,818	158,184
Auditors Fees		15,051	14,311
Bank Fees		493	381
Board Expenses		25,915	41,592
Board member Fees		190,788	197,466
Case Expenses		5,665	4,909
Communications		300,560	228,518
Computer Support		341,215	277,178
Contractors		356,228	191,554
Depreciation		69,313	70,630
Entertainment		26,767	23,432
General Expenses		1,478	6,936
Insurance		30,246	26,994
Legal Costs		95,256	-
Library Expenses		6,373	9,960
Motor Vehicle		3,211	1,781
Office Equipment		4,271	2,078
Payroll Expenses		3,468	3,211
Premises Expenses		269,780	237,135
Printing Postage and Stationery		14,148	14,326
Professional Advice		197,223	228,840
Recruitment		83,227	29,092
Salaries and wages		3,778,387	3,436,523
Staff Expenses		8,694	7,952
Telecommunications		55,195	48,103
Training and Development		123,263	113,794
Total expenses		6,207,061	5,449,448
Total surplus/(deficit) for the period		- 196,361	340,048

These financial statements should be read in conjunction with the notes to the financial statements.

Taxation Expense	16		44,451	70,148
Total surplus/(deficit) for the period after tax		-	240,812	269,900
Other comprehensive revenue and expenses			-	-
			-	-
Total comprehensive revenue and expense		-	240,812	269,900

These financial statements should be read in conjunction with the notes to the financial statements.

Utiities Disputes Limited
Statement of Changes in Net Assets
For the year ended 31 March 2026

	Notes	Retained Surplus $	Reserves $	Total equity $
Opening balance 1 April 2025		2,591,568	700,000	3,291,568
Surplus/(Deficit) for the year		240,812	-	240,812
Transfers to/(from) reserves		-	-	-
Closing equity 31 March 2026	**17**	2,350,756	700,000	3,050,756
Opening balance 1 April 2024		2,121,668	900,000	3,021,668
Surplus/(Deficit) for the year		269,900	-	269,900
Transfers to/(from) reserves		200,000	-200,000	-
Closing equity 31 March 2025	**17**	2,591,568	700,000	3,291,568

These financial statements should be read in conjunction with the notes to the financial statements.

Utiities Disputes Limited
Statement of Financial Position
As at 31 March 2026

	Notes	2026 $	2025 $
Current assets			
Cash and cash equivalents	8	1,086,111	1,126,774
Receivables from exchange transactions	9	40,776	15,606
Receivables from non-exchange transactions	9	44,979	50,152
Term Deposits		2,000,000	2,009,054
Prepayments		30,859	24,760
Total current		3,202,725	3,226,346
Non-current assets			
Property plant and equipment	10	130,683	155,920
Intangibles	11	254,954	376,772
Total non-current		385,637	532,692
Total assets		3,588,362	3,759,038
Current liabilities			
Trade and other creditors	12	337,520	273,421
Revenue in advance		7,500	7,500
Tax payable	16	1	253
Employee entitlements		192,587	186,296
Total Current		537,606	467,470
Total net assets		**3,050,756**	**3,291,568**
Net assets			
Retained surplus		2,350,756	2,591,568
Reserves		700,000	700,000
Total net assets		**3,050,756**	**3,291,568**

Signed for and on behalf of the Board who authorised these financial statements for issue on 6 July 2026

Chair

Director

These financial statements should be read in conjunction with the notes to the financial statements.

Utiities Disputes Limited
Statement of Cash Flows
As at 31 March 2026

	2026 $	2025 $
Cash flow from operating activities		
Receipts		
Receipts from non-exchange transactions	5,810,741	5,538,589
Receipts from exchange transactions	23,597	2,842
Net GST	941	
Taxation refund received		
Payments		
Payments to suppliers	- 2,224,249	- 1,741,578
Payment to employees	- 3,772,097	- 3,374,097
Net GST	-	- 2,129
Taxation paid	-	-
Net cash flows from operating activities	- 161,067	423,627
Cash flows from investing activities		
Receipts		
Interest received	164,480	193,886
Withdrawal of short term investments	6,000,000	5,150,000
Payments		
Purchase of property, plant and equipment	- 44,076	- 67,939
Investments in short term deposits	- 6,000,000	- 5,150,000
Payments to acquire intangibles	-	-
Interest paid	-	-
Net cash flows from investing activities	120,404	125,947
Net increase/(decrease) in cash and cash equivalents	- 40,663	549,574
Cash and cash equivalents at 1 April	1,126,774	577,200
Cash and cash equivalents at 31 March	1,086,111	1,126,774

These financial statements should be read in conjunction with the notes to the financial statements.

Utilities Disputes Limited
Notes to the Financial Statements
For the year ended 31 March 2026

1. Reporting entity

The reporting entity is Utilities Disputes Limited (the "Utilities Disputes"). Utilities Disputes is domiciled in New Zealand and is a not for profit limited liability company.

These financial statements comprise the financial statements of Utilities Disputes for the year ended 31 March 2026. The comparative period relates to the year ended 31 March 2025.

The financial statements were authorised for issue by the Board on the 6 July 2026.

2. Statement of compliance

The financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities. For the purposes of complying with NZ GAAP, Utilities Disputes is a public benefit not-for-profit entity and is eligible to apply Tier 2 Not-For-Profit PBE IPSAS on the basis that it does not have public accountability and it is not defined as large.

The Board has elected to report in accordance with Tier 2 Not-For-Profit PBE Accounting Standards and in doing so has taken advantage of all applicable Reduced Disclosure Regime ("RDR") disclosure concessions. This decision results in Utilities Disputes not preparing a Statement of Service Performance for both reporting periods.

3. Changes in accounting policy

There have been no changes in accounting policy during the year ended 31 March 2026.

4. Summary of accounting policies

The significant accounting policies used in the preparation of these financial statements as set out below have been applied consistently to both years presented in these financial statements.

4.1. Basis of measurement

These financial statements have been prepared on the basis of historical cost.

4.2. Functional and presentational currency

The financial statements are presented in New Zealand dollars ($), which is Utilities Disputes functional currency. All financial information presented in New Zealand dollars has been rounded to the nearest dollar.

4.3. Revenue

Revenue is recognised to the extent that it is probable that the economic benefit will flow to Utilities Disputes and revenue can be reliably measured. Revenue is measured at the fair value of the consideration received. The following specific recognition criteria must be met before revenue is recognised.

(1) Revenue from non-exchange transactions

Levy revenue

Levy revenue is recognised in the levy year in which it relates, even when levies are calculated by reference to cases in a different period.

(2) Revenue from exchange transactions

Interest revenue

Interest revenue is recognised as it accrues, using the effective interest method.

4.4. Financial instruments

Utilities Disputes Limited has elected to apply PBE IPSAS 41 Financial Instruments.

Utilities Disputes Limited's financial assets comprise cash and cash equivalents, receivables from exchange transactions and non-exchange transactions, and term deposits. All these financial assets are initially recognised at fair value and subsequently measured at amortised costs, using the effective interest method.

The Utilities Disputes Limited's financial liabilities comprise trade and other creditors (excluding GST and PAYE), and employee entitlements. Financial liabilities are subsequently measured at amortised costs using the effective interest method. Interest expenses and any gain or loss on derecognition are recognised in surplus or deficit.

4.5. Cash and cash equivalents

Cash and cash equivalents are short term, highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

4.6. Short term investments

Short term investments comprise term deposits which have a term of greater than three months and therefore do not fall into the category of cash and cash equivalents.

4.7. Property, plant and equipment

Items of property, plant and equipment are measured at cost less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the asset. Where an asset is acquired through a non-exchange transaction, its cost is measured at its fair value as at the date of acquisition.

Depreciation is charged on a straight line basis over the useful life of the asset. Depreciation is charged at rates calculated to allocate the cost or valuation of the asset less any estimated residual value over its remaining useful life:

• Office Equipment	9% - 100%	DV & SL
• Leasehold improvements	10% - 33%	DV & SL
• Computer Equipment	33% - 60%	DV & SL
• Computer database	20% - 48%	SL
• Motor vehicle	36%	DV

Depreciation methods, useful lives and residual values are reviewed at each reporting date and are adjusted if there is a change in the expected pattern of consumption of the future economic benefits or service potential embodied in the asset.

4.8. Intangibles
The carrying value of an intangible asset with a finite life is amortised on a straight-line basis over its useful life. Amortisation begins when the asset is available for use and ceases at the date the asset is derecognised. The amortisation charge for each year is recognised in the surplus or deficit.
The useful life and associated amortisation rate of intangible assets have been estimated at between 2.5 and 5 years (20% - 40%).

4.9. Leases
Payments on operating lease agreements, where the lessor retains substantially the risk and rewards of ownership of an asset, are recognised as an expense on a straight-line basis over the lease term.

4.10 Significant judgements and estimates
Utilities Disputes have not made any significant assumptions or estimates in preparing these financial statements.

5. Employee Entitlements

Short-term employee benefits

Employee benefits, previously earned from past services, that the entity expect to be settled within 12 months of reporting date are measured based on accrued entitlements at current rates of pay.

These include salaries and wages accrued up to the reporting date and annual leave earned, but not yet taken at the reporting date.

Termination benefits

Termination benefits are recognised as an expense when the entity is committed without realistic possibility of withdrawal, to terminate employment, or to provide termination benefits as a result of an offer made to encourage voluntary redundancy. Termination benefits for voluntary redundancies are recognised as an expense if the entity has made a voluntary redundancy, it is probable that the offer will be accepted, and the number of acceptances can be estimated reliably. If benefits are payable more than 12 months after the reporting date, then they are discounted to their present value.

6. Income tax
Utilities Disputes is a Not for Profit company hence only taxed on income from outside the circle of membership. As such, Utilities Disputes is taxed only on interest received and deferred tax is not applicable.

7. Goods and Services Tax (GST)
Utilities Disputes is registered for GST. Therefore all amounts in these financial statements are shown exclusive of GST, except for receivables and payables that are stated inclusive of GST.

8. Cash and cash equivalents

Cash and cash equivalents include the following components:

	2026	2025
	$	$
Cash at bank	1,086,111	1,126,774
Total cash and cash equivalents	1,086,111	1,126,774

9. Receivables

(1) Receivables from exchange transactions

	2026	2025
	$	$
Accounts Receivable	65,776	40,606
Provision for Bad Debt	- 25,000	- 25,000
	40,776	15,606

(2) Receivables from non-exchange transactions

	2026	2025
	$	$
Accrued Receivables	1,726	5,959
GST Refund Due	43,253	44,193
Income Tax Due for Refund/(Payment)	-	-
	44,979	50,152

10. Property plant and equipment

2026	Leasehold improvements	Office furniture and equipment	Motor Vehicles	Computer equipment	Total
	$	$	$	$	$
Cost	168,429	175,336	38,243	195,476	577,484
Accumulated depreciation	121,375	146,280	28,819	150,327	446,801
Net book value	47,054	29,056	9,424	45,149	130,683

2025	Leasehold improvements	Office furniture and equipment	Motor Vehicles	Computer equipment	Total
	$	$	$	$	$
Cost	168,429	170,119	38,243	189,227	566,018
Accumulated depreciation	97,111	142,818	23,518	146,651	410,098
Net book value	71,318	27,301	14,725	42,576	155,920

Reconciliation of the carrying amount at the beginning and end of the period:

2026	Leasehold improvements	Office furniture and equipment	Motor Vehicles	Computer equipment	Total
	$	$	$	$	$
Opening balance	71,318	27,301	14,725	42,576	155,920
Additions	-	10,722	-	33,378	44,100
Disposals	-	24			24
Reclassifications					
Depreciation	24,264	8,943	5,301	30,805	69,313
	47,054	29,056	9,424	45,149	130,683

11. Intangibles

2026	Computer database
	$
Cost	729,694
Accumulated amortisation	474,740
Net book value	254,954

2025	Computer database
	$
Cost	729,694
Accumulated amortisation	352,922
Net book value	376,772

Reconciliation of the carrying amount at the beginning and end of the period:

2026	Computer database
	$
Opening balance	376,772
Additions	-
Disposals	-
Reclassifications	
Amortisation	121,818
	254,954

12. Trade and other creditors

	2026	2025
	$	$
Accounts Payable	220,171	153,575
Accruals	117,349	119,846
	337,520	273,421

13. Related party transactions

There have been no material related party transactions during the year. (2025: $Nil)

13.1 Key Management Personnel

The key management personnel, as defined by PBE IPSAS 20 Related Party Disclosures, are the members of the governing body and the senior management team. The aggregate remuneration of key management personnel and the number of individuals, determined on a full-time equivalent basis, receiving remuneration is as follows:

	2026	2025
	$	$
Total remuneration	**1,058,699**	**994,289**
Number of persons (FTE)	4.8	4.7

13.2 Remuneration and compensation provided to close family members of key management personnel

There has been no remuneration and compensation provided to close family members of key management personnel during the year. (2025: $Nil)

14. Leases

As at the reporting date, the Board has entered into the following operating lease commitments:

	2026	2025
	$	$
No later than one year	151,761	142,175
Later than one year and no later than five years	148,583	273,308
Later than five years	-	-
	300,344	415,483

Building rent and 2 carparks are leased from 22 Terrace Investments.
The current building lease has been signed by both parties and will expire in March 2028. There are 2 further rights of renewal of 3 years each on the lease.
A lease for the photocopier that was held with Canon expired in March 2026. A new lease was signed with Canon in December 2025 and this lease starts on 28 April 2026 and is for a period of 4 years.

15. Categories of financial assets and liabilities

The carrying amounts of financial instruments presented in the statement of financial position relate to the following categories of assets and liabilities:

	2026	2025
	$	$
Financial assets		
At amortised cost		
Cash and cash equivalents	1,086,111	1,126,774
Receivables from exchange transactions	40,776	15,606
Receivables from non-exchange transactions	44,979	50,152
Term deposits	2,000,000	2,009,054
	3,171,866	3,201,586
Financial liabilities		
At amortised cost		
Trade and other creditors	337,520	273,421
Employee entitlements	192,587	186,296
	530,107	459,717

16. Tax Reconciliation

	2026	2025
	$	$
Taxable Income - Interest income as per Statement of Revenue and Expense	155,425	255,069
- Interest income accrued in prior period	5,959	19,825
- Interest income accrued in current period	-1,726	-5,959
Less expenses		
Taxable income	159,658	268,935
Income tax as per Statement of Revenue and Expense	44,451	70,148
Income tax accrued in previous year	0	0
Income tax as per company rate of 28%	**44,704**	**75,301**
Withholding tax paid during 2024/25 year		**-75,048**
Withholding tax paid during 2025/26 year	**-44,705**	
	-1	253

17. Equity and Reserves

	2026	2025
	$	$
Capital Reserve	200,000	200,000
Legal Reserve	250,000	250,000
Technology and Cyber Security Reserve	250,000	250,000
	700,000	700,000
Retained Surpluses	2,350,756	2,591,568
Closing Equity	3,050,756	3,291,568

A Capital Reserve has been created to ensure that all capital items can be replaced as required and any new approved capital items can be purchased immediately without having to raise any further levies.
The Legal Reserve has been created to cover fees relating to matters such as legal advice required to operate our schemes, enforcing a determination and defending any legal challenge to a determination.
A Technology and Cyber Security Reserve has been created to ensure that funding is available for the work being undertaken on the upgrading or replacement of some of the systems that UDL uses in it's business. These systems include the CRM system, Website, Data management and Telephony system. The fund is also intended to cover costs associated with a cyber-attack on the organisations IT systems.

18. Capital commitments
Thee are no capital commitments as at the reporting date. (2025 $Nil)

19. Contingent assets and liabilities
There are no contingent assets or liabilities at the reporting date. (2025 $Nil).

20. Events after the reporting date
The Board and management are not aware of any other matters or circumstances since the end of the reporting period, not otherwise dealt with in these financial statements that have significantly or may significantly affect the operations of Utilities Disputes Limited. (2025 $Nil).

Independent auditor’s report

To the Shareholders of Utilities Disputes Limited

Opinion
We have audited the general purpose financial report of Utilities Disputes Limited which comprise the financial statements on pages 10 to 20 and the service performance information on pages 3 to 9. The complete set of financial statements comprise the statement of financial position as at 31 March 2026, the statement of financial performance/statement of comprehensive revenue and expense, statement of changes in net assets, statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information.

In our opinion, the accompanying general purpose financial report presents fairly, in all material respects:

- the financial position of Utilities Disputes Limited as at 31 March 2026, and (of) its financial performance,
- and its cash flows for the year then ended; and
- the service performance for the year ended 31 March 2026 in that the service performance information is appropriate and meaningful and prepared in accordance with the entity’s measurement bases or evaluation methods

in accordance with Public Benefit Entity Standards Reduced Disclosure Regime (PBE Standards RDR).

Basis for Opinion
We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)) and the audit of the service performance information in accordance with the ISAs (NZ) and New Zealand Auditing Standard (NZ AS) 1 (Revised) *The Audit of Service Performance Information*. Our responsibilities under those standards are further described in the ‘Auditor’s responsibilities for the audit of the general purpose financial report section of our report.

We are independent of Utilities Disputes Limited in accordance with Professional and Ethical Standard 1 (Revised) ‘Code of ethics for assurance practitioners’ issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than our capacity as auditor we have no relationship with, or interests in, Utilities Disputes Limited.

Responsibilities of the Board for the General Purpose Financial Report
The Board are responsible on behalf of Utilities Disputes Limited for:

a) The preparation, and fair presentation of the general purpose financial report and service performance information in accordance with the applicable financial reporting framework;
b) The selection of elements/aspects of service performance, performance measures and/or descriptions and measurement bases or evaluation methods that present service performance information that is appropriate and meaningful in accordance with PBE Standards RDR;

c) The preparation and fair presentation of service performance information in accordance with the entity's measurement bases or evaluation methods, in accordance with PBE Standards RDR;
d) The overall presentation, structure and content of the service performance information in accordance with PBE Standards RDR; and
e) such internal control as the Board determine is necessary to enable the preparation of the general purpose financial report and service performance information that are free from material misstatement, whether due to fraud or error.

In preparing the general purpose financial report, the Board are responsible for assessing the Utilities Disputes Limited 's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the General Purpose Financial Report

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole, and the service performance information are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) and NZ AS 1 (Revised) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of this general purpose financial report.

A further description of the auditor's responsibilities for the audit of the general purpose financial report is located at the XRB's website at
https://www.xrb.govt.nz/standards/assurance-standards/auditors-responsibilities/audit-report-14/

This report is made solely to the shareholders of Utilities Disputes Limited . Our audit has been undertaken so that we might state to the shareholders those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the shareholders, for our audit work, for this report, or for the opinions we have formed.

Moore Markhams

Moore Markhams Wellington Audit | Qualified Auditors, Wellington, New Zealand
6 July 2026