

**Utilities Disputes Limited**  
**Financial Statements for the year ended 31 March 2024**  
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**Board**

Honourable Heather Roy (Chairperson)  
Kyle Christensen  
Ruth Smithers  
Corey Hebbard  
Kevin Angland

**Registered office**

DLA Piper New Zealand  
50 Customhouse Quay  
Wellington Central  
Wellington 6011

**Nature of business**

Dispute Resolution and related services

**Independent auditor**

Moore Markhams  
Level 11, 34-42 Manners Street,  
Wellington 6142

## 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 2024.

### 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), and
- a voluntary Water Complaints Scheme
- a voluntary Telecommunications Complaints Scheme.

The Government schemes must be independently reviewed regularly. A review of the Electricity and Gas Complaints was completed in 2023. A review of the BSPAD scheme will take place in 2024.

### Governance

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

Each of the schemes has an advisory committee made up of industry and consumer representatives that meet quarterly to provide advice to the Board.

### What UDL does

Our members at end of year

Energy members 362    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.



UDL operates under the Australian 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 also measures itself against the Government Centre for Dispute Resolution framework for handling complaints which includes consideration of the principles of the Treaty of Waitangi.

### UDL's strategic goals

UDL strategic goals include:

- o adding value to consumers and utilities organisations by ensuring our interactions are fast, accurate and our SLAs are met
- o being an employer of choice and supporting and challenging our staff to build a positive and successful culture
- o effectively capturing the using the data we receive to improve utilities organisations services and prevent complaints
- o ensuring our complaints schemes are independently funded and operating effectively
- o continuously improving our core business to achieve quality operational outcomes
- o ensure our structure, tools and systems provide value to our staff and customers
- o expanding our service to all communities of Aotearoa | New Zealand so everyone knows about UDL
- o Develop training, expand into other dispute areas that are aligned with utilities and look at alternative funding streams so that we are high performing and competitive
- o adopting and incorporating Te Ao Māori values, tikanga and the principles of Te Tiriti O Waitangi | Treaty of Waitangi into our work and engagement
- o building respect, awareness and trust through our performance, outreach work and engagement with community, government and other stakeholders .

To meet our broader strategic goals we have:

- developed a dedicated Communications and Engagement Framework that incorporates community, Te Ao Māori and other engagement strategies and KPIs and that has a unique approach to building and maintaining trusted relationships and improving our awareness and outreach. It also has a monitoring and measurable component so that we can adapt our strategy throughout the year and target those communities we need to reach.
- significantly increased our social media activity to increase public awareness of UDL and its services incorporating our community engagement and other activities.
- held webinars, issued community newsletters, met with over 160 social organisations (through community outreach from Northland down and across to Tairiwhiti , Taranaki, Porirua and Wellington with the South Island soon.
- held a forum for our members for learning that they can apply in their day-to-day work
- improved our internal systems with a new CRM and telephony system
- continuously developing staff including through training in tikanga dispute resolution
- significantly improved our reporting to the utility organisations that are part of our schemes.
- introduced new KPIs and performance standards for operational staff and continuing improvements in our processes.

- restructured our organisation to remove unnecessary back-office functions and redirect those resources into our frontline services.

Assisted by our Māori Cultural Advisor our Te Ao Māori capability building has continued to develop and remove barriers for Māori accessing our services. This cultural competency work extends to the Pasifika community and other ethnic communities in Aotearoa New Zealand.

## Our people

The UDL team of 34 staff (including two contractors) consists of:

Operational (21)      Data and Reporting (3)      Senior leadership team (4)

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

## Environmental

UDL is in the third year of its journey towards realising efficiencies, reducing our carbon footprint, and becoming more sustainable. In the past year, we created a Carbon Club and introduced a composting service to the office. We have appointed one of the operations team members to lead UDL's development in this area with the Deputy Commissioner being the executive sponsor.

## The role of a modern industry dispute resolution service in achieving our goals

Our work is no longer just resolving complaints. Over time our functions have increased to include assisting consumers, aggregating data to identify trends, providing information to stakeholders to support the maintenance of a level and fair market and improving sector behaviour.

Consumer protection is a core responsibility: *Where complainants do not have access to 'efficient, effective and inexpensive means of dispute resolution', exacerbated by a low awareness among consumers of their rights, this should be seen as indicative of a malfunctioning market and of a significant imbalance between the rights and obligations of consumers and service providers.*

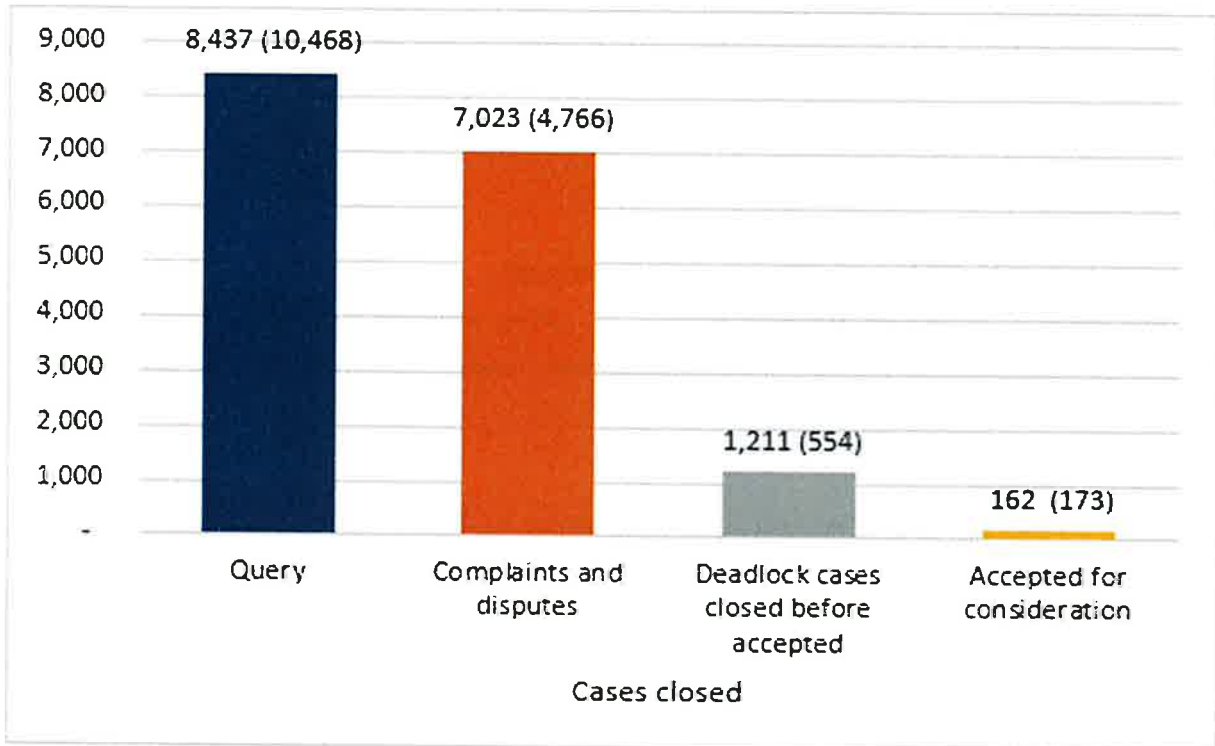
*The availability to household customers of effective means to address their complaints and to have access to efficient, effective and inexpensive means of dispute resolution is a vital and incontrovertible characteristic of a functioning energy market<sup>1</sup>*

## What we did during the year (figures in brackets refer to previous year)

During the year we received 15,421 (15,177) total cases across all our complaints schemes made up of 8,424 (10,444) enquiries and 6,997 (4,733) complaints.

<sup>1</sup> Mediterranean Energy Regulators 2018

Table showing a breakdown of all cases closed



Our energy complaints scheme is our largest scheme and represents 96% of enquiries and complaints received.

Breakdown of accepted cases		
Energy	91%	169 (131)
BSPAD	6%	18 (31)
Water	3%	5 (2)

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

During the year the Energy Scheme received 8,136 (9,665) enquiries, 6,694 (4,468) complaints, 1,243 (602) deadlocked complaints, and 169 (131) cases accepted for consideration.

We closed 146 (142) accepted energy complaints during the year. On average energy complaints took 84 (70) working days to close from date accepted to date closed.<sup>2</sup>

### Broadband Shared Property Access Disputes Scheme (BSPAD)

During the year the BSPAD Scheme received 35 (58) enquiries, 73 (81) complaints, 30 (33) deadlocked complaints, and 18 (31) cases accepted for consideration.

We closed 12 (31) accepted BSPAD disputes during the reporting year. On average, BSPAD disputes took 36.5 (49.5) working days to close from date accepted to date closed.<sup>3</sup>

<sup>2</sup> Time taken to close is calculated by the date accepted to the date closed excluding periods of suspension as per UDL's agreed suspension policy.

<sup>3</sup> Time taken to close is calculated by the date accepted to the date closed excluding periods of suspension as per UDL's agreed suspension policy.

## Water Complaints Scheme

During the year the Water Scheme received 63 (7) enquiries, 69 (29) complaints, 27 (3) deadlocked complaints, and 5 (2) cases accepted for consideration.

We closed 4 (0) accepted water disputes during the reporting year. On average, water disputes took 63.8 (0) working days to close from date accepted to date closed.

### UDL's performance standards

**Table 1 – UDL's performance against standards set for 2023-24** (figures in brackets refer to previous year)

Scheme requirement	Performance standard	Performance
<b>A. Complainant satisfaction</b>	Goal reaching an average over 4 out of 5	Met - 4.28 (4.48)
<b>B. Provider satisfaction</b>	Goal reaching an average over 4 out of 5	Met – 4.11 (4.44)
<b>C. Awareness and accessibility</b>	20% unprompted recognition in general awareness survey	Not conducted.
<b>D. Compliance reporting – complete, accurate and on time</b>	Compliance reporting for the Energy Scheme is complete, accurate and on time. We are scheduled to complete the self-review exercise in June	Met
<b>E. External review of cases</b>	Assess complaint handling as meeting requirements of natural justice and good complaint handling	Conducted as part of the Independent Review by Professor Ron Paterson

**Table 2 - Time to close cases over last five years**

	2019-20 combined Schemes	2020-21 combined Schemes	2021-22 combined Schemes	2022-23 combined Schemes	2023-24 combined Schemes
Average days to close	43.6	36.6	42.4	66.5	80
45% closed in under 30 working days	52.4%	57.3%	50.6%	42.0%	32%

75% closed in under 90 working days	86.0%	93.1%	90.3%	74.1%	70%
90% closed in under 180 working days	93.8%	98.4%	99.4%	92%	91.4%

While the time taken to close accepted cases is higher than last year we are aware that accepted cases are at the high end of difficulty given most of our cases are now resolved prior to acceptance due to a reorganisation of our early resolution processes.

The table also includes the average days to close a case. UDL has an internal KPI of closing 90% of cases within 180 working days, and this was met, with 91.4% of cases closed in that timeframe.

## Measuring complainant and provider satisfaction

### A. Complainant satisfaction

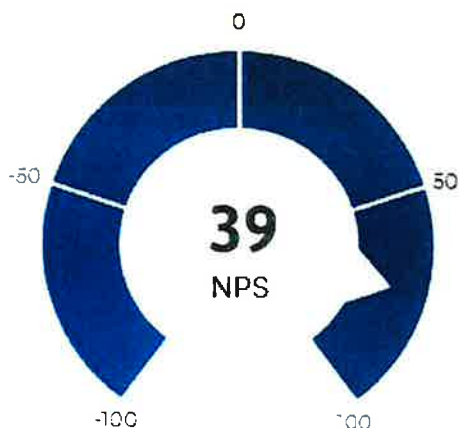
Our feedback surveys were introduced in 2021. We survey complainants for different parts of our process which can be broadly divided into early resolution and conciliation work. The surveys include questions around ease of use, respect, understanding, and timeliness.

Our overall complainant satisfaction scored an average of 4.28 out of 5. Our complainant satisfaction for the early resolution part of the process scored an average of 4.26 out of 5. Our complainant satisfaction for the conciliation part of the process scored an average of 4.56 out of 5.

### B. Provider satisfaction

Provider satisfaction is monitored in the same way as complainant satisfaction. We survey providers at the point where a complaint concluded throughout our process. Over the year our provider satisfaction scored an average of 4.11 out of 5.

Our net promoter score (NPS) is 39 across all complainants and providers:





## Net Promoter Score Analysis



NEEDS IMPROVEMENT  
(-100 - 0)

GOOD  
(0 - 30)

GREAT  
(30 - 70)

EXCELLENT  
(70 - 100)

**Utilities Disputes Limited**  
**Statement of Comprehensive Revenue and Expenses**  
**For the year ended 31 March 2024**

	Notes	2024 \$	2023 \$
<b>Revenue from non-exchange transactions</b>			
Market share based levy		4,962,413	4,543,033
Case based levy		187,500	209,000
		<u>5,149,913</u>	<u>4,752,033</u>
<b>Revenue from exchange transactions</b>			
Interest income		214,573	97,736
Sundry income		9,813	9
		<u>224,386</u>	<u>97,745</u>
<b>Total revenue</b>		<u>5,374,299</u>	<u>4,849,778</u>
<b>Expenses</b>			
ACC Levy		4,885	3,917
Accommodation and travel		55,691	41,100
Advisory Committee Fees and Expenses		4,172	10,385
Auditors Fees		13,055	12,525
Bank Fees		757	313
Board Expenses		42,177	21,876
Board member Fees		195,267	185,750
Case Expenses		5,069	1,476
Communications		178,758	173,476
Computer Support		260,022	183,433
Depreciation and Amortisation		234,803	107,936
Entertainment		25,738	23,824
General Expenses		3,348	2,537
Insurance		23,340	21,300
Interest Expense		896	-
Library Expenses		6,902	3,754
Motor Vehicle		493	-
Office Equipment		1,091	1,298
Payroll Expenses		2,958	3,029
Premises Expenses		225,351	214,737
Printing Postage and Stationery		10,710	10,927
Professional Advice		297,566	161,190
Recruitment		61,355	8,795
Salaries and wages		3,472,443	3,120,602
Staff Expenses		4,762	1,429
Telecommunications		52,403	47,742
Training and Development		123,063	118,672
<b>Total expenses</b>		<u>5,307,075</u>	<u>4,474,189</u>
<b>Total surplus/(deficit) for the period</b>		<u>67,224</u>	<u>375,589</u>

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

Taxation Expense	16	60,080	27,366
<b>Total surplus/(deficit) for the period after tax</b>		<u>7,144</u>	<u>348,223</u>
<b>Other comprehensive revenue and expenses</b>		<u>-</u>	<u>-</u>
<b>Total comprehensive revenue and expense</b>		<u>7,144</u>	<u>348,223</u>

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



**Utilities Disputes Limited**  
**Statement of Changes in Net Assets**  
**For the year ended 31 March 2024**

	Retained Surplus \$	Reserves \$	Total equity \$
Opening balance 1 April 2023	2,114,524	900,000	3,014,524
Surplus/(Deficit) for the year	7,144	-	7,144
Transfers to/(from) reserves	-	-	-
<b>Closing equity 31 March 2024</b>	<b>2,121,668</b>	<b>900,000</b>	<b>3,021,668</b>
	17		
Opening balance 1 April 2022	1,766,301	900,000	2,666,301
Surplus/(Deficit) for the year	348,223	-	348,223
Transfers to/(from) reserves	-	0	0
<b>Closing equity 31 March 2023</b>	<b>2,114,524</b>	<b>900,000</b>	<b>3,014,524</b>
	17		

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

**Utilities Disputes Limited**  
**Statement of Financial Position**  
**As at 31 March 2024**

	Notes	2024 \$	2023 \$
<b>Current assets</b>			
Cash and cash equivalents	8	577,200	1,044,843
Receivables from exchange transactions	9	7,610	14,696
Receivables from non-exchange transactions	9	61,890	79,794
Term Deposits		2,000,000	2,000,000
Prepayments		28,173	15,993
<b>Total current</b>		<u>2,674,873</u>	<u>3,155,326</u>
<b>Non-current assets</b>			
Property plant and equipment	10	158,610	167,064
Intangibles	11	534,957	340,455
<b>Total non-current</b>		<u>693,567</u>	<u>507,519</u>
<b>Total assets</b>		<u>3,368,440</u>	<u>3,662,845</u>
<b>Current liabilities</b>			
Trade and other creditors	12	202,516	453,870
Revenue in advance		7,500	7,500
Tax payable	16	5,153	898
Employee entitlements		131,603	186,053
<b>Total Current</b>		<u>346,772</u>	<u>648,321</u>
<b>Total net assets</b>		<u>3,021,668</u>	<u>3,014,524</u>
<b>Net assets</b>			
Retained surplus		2,121,668	2,114,524
Reserves		900,000	900,000
<b>Total net assets</b>		<u>3,021,668</u>	<u>3,014,524</u>

Signed for and on behalf of the Board who authorised these financial statements for issue on 2 July 2024

Chair



Director



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



**Utilities Disputes Limited**  
**Statement of Cash Flows**  
**As at 31 March 2024**

	2024	2023
	\$	\$
<b>Cash flow from operating activities</b>		
<u>Receipts</u>		
Receipts from non-exchange transactions	5,154,046	4,756,610
Receipts from exchange transactions	1,737	9
Net GST	34,990	-
Taxation refund received	-	-
<u>Payments</u>		
Payments to suppliers	- 1,852,807 -	1,014,697
Payment to employees	- 3,525,029 -	3,151,550
Net GST	- -	17,232
Taxation paid	- -	26,477
<b>Net cash flows from operating activities</b>	<u>- 187,063</u>	<u>546,663</u>
<b>Cash flows from investing activities</b>		
<u>Receipts</u>		
Interest received	142,561	94,997
Withdrawal of short term investments	5,000,000	5,000,000
<u>Payments</u>		
Purchase of property, plant and equipment	- 86,611 -	51,746
Investments in short term deposits	- 5,000,000 -	7,000,000
Payments to acquire intangibles	- 335,634 -	273,090
Interest paid	- 896	-
<b>Net cash flows from investing activities</b>	<u>- 280,580 -</u>	<u>2,229,839</u>
Net increase/(decrease) in cash and cash equivalents	- 467,643 -	1,683,176
Cash and cash equivalents at 1 April	1,044,843	2,728,019
<b>Cash and cash equivalents at 31 March</b>	<u>577,200</u>	<u>1,044,843</u>

*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 2024**

**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 2024. The comparative period relates to the year ended 31 March 2023.

The financial statements were authorised for issue by the Board on the 2 July 2024.

**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 2024.

**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:

	2024	2023
Cash at bank	\$ 577,200	\$ 1,044,843
Total cash and cash equivalents	\$ 577,200	\$ 1,044,843

### 9. Receivables

(1) Receivables from exchange transactions

	2024	2023
Accounts Receivable	\$ 32,610	\$ 39,696
Provision for Bad Debt	25,000	25,000
	7,610	14,696

(2) Receivables from non-exchange transactions

	2024	2023
Accrued Receivables	\$ 19,825	\$ 2,740
GST Refund Due	42,065	77,054
Income Tax Due for Refund/(Payment)	-	-
	61,890	79,794

### 10. Property plant and equipment

2024	Leasehold Improvements	Office furniture and equipment	Motor Vehicles	Computer equipment	Total
Cost	\$ 174,414	\$ 176,829	\$ 38,243	\$ 207,111	\$ 596,597
Accumulated depreciation	86,127	167,469	15,236	169,154	437,986
Net book value	88,287	9,360	23,007	37,957	158,611

2023	Leasehold Improvements	Office furniture and equipment	Motor Vehicles	Computer equipment	Total
Cost	\$ 123,694	\$ 188,120	\$ 38,243	\$ 181,224	\$ 531,281
Accumulated depreciation	69,169	159,467	2,295	133,286	364,217
Net book value	54,525	28,653	35,948	47,938	167,064

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

2024	Leasehold Improvements	Office furniture and equipment	Motor Vehicles	Computer equipment	Total
Opening balance	\$ 54,525	\$ 28,653	\$ 35,948	\$ 47,938	\$ 167,064
Additions	54,525	28,653	35,948	47,938	167,064
Disposals	52,763	5,314	-	28,534	86,611
Reclassifications	534	860	-	-	1,394
Depreciation	13,467	23,747	12,941	38,515	93,670
	88,287	9,360	23,007	37,957	158,611

### 11. Intangibles

2024	Computer database
Cost	\$ 1,002,105
Accumulated amortisation	467,149
Net book value	534,956

2023	Computer database
Cost	\$ 666,471
Accumulated amortisation	326,016
Net book value	340,455

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

<b>2024</b>	<b>Computer database</b>
	\$
Opening balance	340,455
Additions	335,634
Disposals	-
Reclassifications	
Amortisation	<u>141,133</u>
	<u>534,956</u>

**12. Trade and other creditors**

	<b>2024</b>	<b>2023</b>
	\$	\$
Accounts Payable	92,549	352,068
Accruals	<u>109,967</u>	<u>101,802</u>
	<u>202,516</u>	<u>453,870</u>

**13. Related party transactions**

There have been no material related party transactions during the year. (2023: \$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:

	<b>2024</b>	<b>2023</b>
	\$	\$
Total remuneration	<u>1,050,941</u>	<u>1,058,084</u>
Number of persons (FTE)	4.8	5

**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. (2023: \$Nil)

**14. Leases**

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

	<b>2024</b>	<b>2023</b>
	\$	\$
No later than one year	142,351	142,351
Later than one year and no later than five years	415,867	560,325
Later than five years	-	-
	<u>558,218</u>	<u>702,676</u>

Building rent and 2 carparks are leased from 22 Terrqce 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 is held with Canon. The lease expires in March 2026. At that stage there is the ability to replace the photocopier and start a new lease for the new replacement photocopier.

**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:

	<b>2024</b>	<b>2023</b>
	\$	\$
<b>Financial assets</b>		
<i>At amortised cost</i>		
Cash and cash equivalents	577,200	1,044,843
Receivables from exchange transactions	7,610	14,696
Receivables from non-exchange transactions	61,890	79,794
Term deposits	<u>2,000,000</u>	<u>2,000,000</u>
	<u>2,646,700</u>	<u>3,139,333</u>
<b>Financial liabilities</b>		
<i>At amortised cost</i>		
Trade and other creditors	202,516	453,870
Employee entitlements	<u>131,603</u>	<u>186,053</u>
	<u>334,119</u>	<u>639,923</u>

16. Tax Reconciliation	2024	2023
	\$	\$
Taxable Income - Interest income	214,573	97,736
Less expenses		
Taxable income	<u>214,573</u>	<u>97,736</u>
Income tax as per company rate of 28%	60,080	27,366
Withholding tax paid during 2022/23 year		-26,468
Withholding tax paid during 2023/24 year	-54,927	
Provisional tax paid for 2022/2023 year		
Provisional tax paid for 2023/24 year	<u>5,153</u>	<u>898</u>

#### 17. Equity and Reserves

	2024	2023
	\$	\$
Capital Reserve	200,000	200,000
Legal Reserve	250,000	250,000
Technology and Cyber Security Reserve	<u>450,000</u>	<u>450,000</u>
	900,000	900,000
Retained Surpluses	<u>2,121,668</u>	<u>2,114,524</u>
Closing Equity	<u>3,021,668</u>	<u>3,014,524</u>

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 its 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

There are no capital commitments as at the reporting date. (2023 \$Nil)

#### 19. Contingent assets and liabilities

There are no contingent assets or liabilities at the reporting date. (2023: \$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. (2023 \$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 comprises the financial statements on pages 10 to 20 and the service performance information on pages 3 to 9. The complete set of financial statements comprises the Statement of Financial Position as at 31 March 2024, the Statement of Comprehensive Revenue and Expense, the Statement of Changes in Net Assets, the 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 2024, and (of) its financial performance,
- and its cash flows for the year then ended; and
- the service performance for the year ended 31 March 2024 in accordance with the entity's service performance criteria

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

### Basis for Opinion

We conducted our audit in accordance with the International Standards on Auditing (New Zealand) (ISAs (NZ)) and the audit of the service performance information in accordance with the ISAs and New Zealand Auditing Standard (NZ AS) 1 *The Audit of Service Performance Information* (NZ). 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 financial statements and service performance information in accordance with Public Benefit Entity Standards issued by the New Zealand Accounting Standards Board;
- b) service performance criteria that are suitable in order to prepare service performance information in accordance with Public Benefit Entity Standards; and
- c) such internal control as the Board determines 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 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) 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  
2 July 2024