

Position Description for Energy Complaints Scheme Advisory Committee Member – Consumer Representative

The Board of Tautohetohe Whaipanga | UDL is seeking a consumer representative to be appointed to the Advisory Committee of UDL's Energy Complaints Scheme (Energy Scheme).

Mō mātou | About us

UDL is a not-for-profit organisation providing dispute resolution and other related services to the utilities sector.

UDL is the approved provider of the Energy Scheme under the Electricity Industry Act 2010. The Energy Scheme's purpose is to resolve disputes between consumers and providers of energy when they are unable to be resolved between the parties. The UDL Board is required to maintain an advisory committee for the Energy Scheme under its rules.

The Advisory Committee is made up of three representatives of industry and three representatives of consumers. It provides advice and recommendations, and a forum for consultation on matters relating to the operation of the Energy Scheme to the Board.

UDL welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Nominations close at 5 pm Friday 27 October 2023.

Mōhou ake | About you

Skills and abilities of a consumer representative

The following outlines the skills and capabilities the Board will be looking for in a successful candidate.

Required specifications

- capable of understanding the viewpoints and concerns of consumers which could come from:
 - experience in working on consumer matters, or
 - experience in representing consumer groups, or
 - experience working within consumer organisations.
- person in whom consumers and consumer organisations can have confidence.
- has a good understanding of the not-for-profit sector.
- has the ability to take a 'strategic view' to monitor and improve the operation of the Energy Scheme
- able to work effectively with other Advisory Committee Members
ability to promote improved outcomes for Māori and demonstrates a sound understanding of the Treaty of Waitangi and the applicability of its principles in the workplace and community

Ideal specifications

- an excellent understanding of consumer issues at the grassroots/community level, particularly for vulnerable consumers, industry specific knowledge is preferred, but not necessary.
- good knowledge of Te Ao Māori, established Māori networks, and an understanding and awareness of tikanga practices.
- knows the realities of ordinary people's lives, especially those who are disadvantaged, in the wider New Zealand community, and can strategise from a minority viewpoint.
- has extensive consumer and community networks they consult regularly, preferably at the national level.
- a track record of achievements for the community
- commitment and availability to carry out the responsibilities expected.
- knowledge or understanding of the energy sector

Mō te Tūranga | About the role

Advisory Committee Member's duties

The Advisory Committee provides advice and recommendations, and a forum for consultation on matters relating to the operation of UDL's energy Scheme. The Board is required to have regard to the Committee's views.

Conflicts of interest

Before a person is appointed they must disclose the nature and extent of any interests they have at the time, or likely to have, in matters relating to the Advisory Committee.

Advisory Committee meetings

Advisory Committee meetings are held in Wellington and may be attended in person or virtually. Meetings generally last one to two hours and are held four times per year. There may also be the occasional special meeting requested by the Board. The UDL Commissioner chairs Advisory Committee meetings.

Remuneration

The Board sets and provides remuneration for Advisory Committee Members. Consumer Representatives receive \$300 per meeting. UDL will pay any reasonable costs associated with attending a meeting for a consumer representative that lives outside of Wellington should they attend in person.

Term of office

Appointments will be for two years up to a maximum appointment of six years.

Applications are to be submitted to Rachel Jervis, Office Manager: Rachel@udl.co.nz.