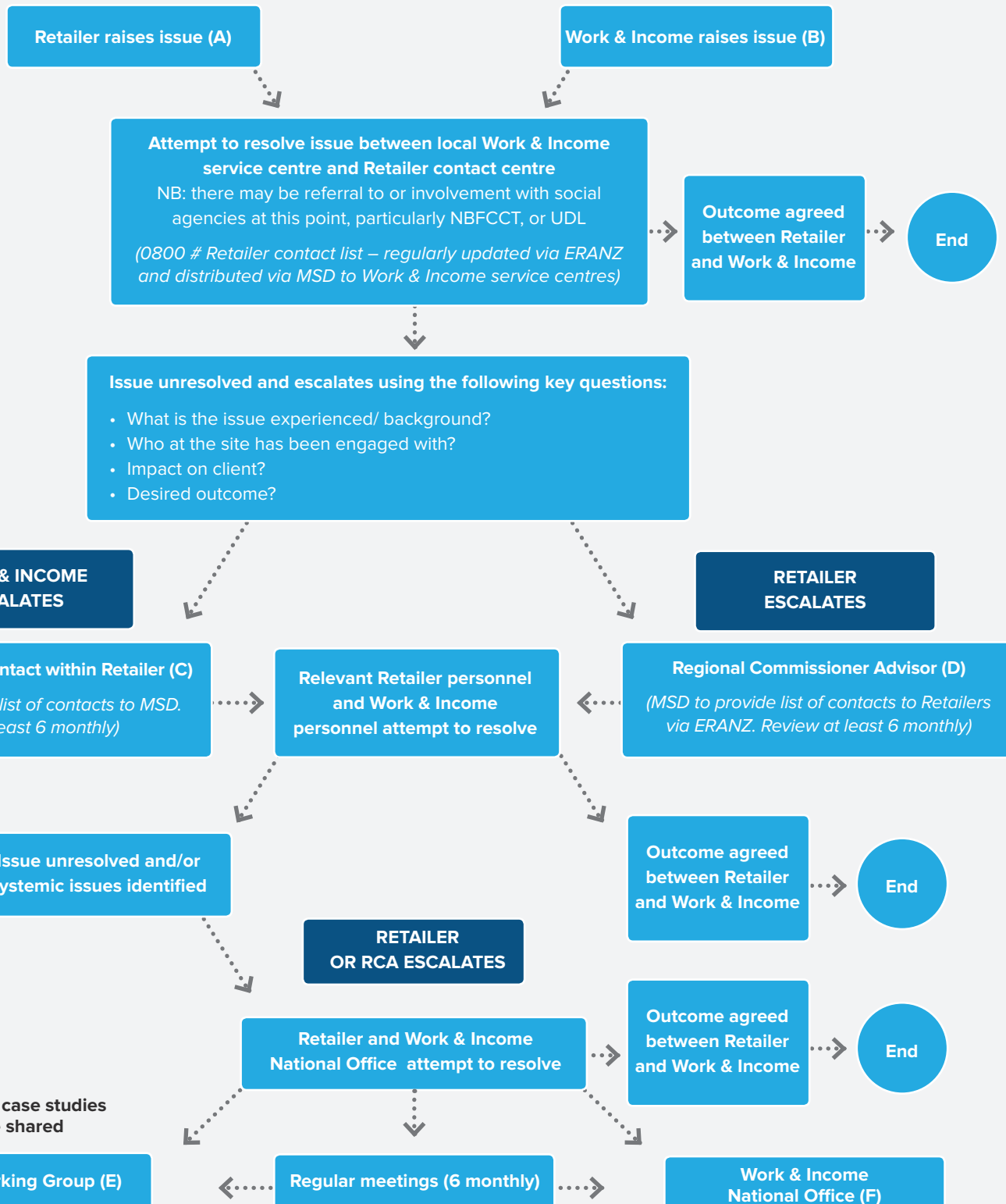


# Work & Income and Electricity Retailers Issue Resolution Process

Refer to Appendix 1 for details on points (A) – (F)



# Work & Income and Electricity Retailers Issue Resolution Process

Points (A) to (F) correspond to those points in the above process flow diagram

**(A): Issue Raised by Retailer – Typical scenarios include:**

- To identify whether an appointment has been made by customer with Work & Income (and if so when) only if the customer gives Work & Income permission to share their information with a retailer under the Privacy Act
- To identify outcome of appointment, e.g. redirection order (only if customer gives Work & Income permission to share their information with a Retailer under the Privacy Act)
- Exceptionally, to discuss Work & Income decision (only if customer gives Work & Income permission to share their information with a Retailer under the Privacy Act)

**(B): Issue Raised by Work & Income – Typical scenarios include:**

- Querying payment arrangements of an individual level e.g. lack of flexibility
- Advise or query service failures at an individual level e.g. lack of access to relevant retailer staff
- Query regarding the level of debt built up by a client

**(C): Escalation contact within Retailer – \*Exceptional Circumstances and / or \*\*Systemic Failures includes:**

- Systemic payment arrangement concerns for customer
- Systemic or frequent service failures by Retailer
- On exceptional basis, Work & Income query unresolved individual issues
- Non-compliance with the Guideline on Arrangements to Assist Vulnerable Customers

**(D): Regional Commissioner Advisor – Typical scenarios include:**

- Exceptional individual cases (only if customer gives Work & Income permission to share their information with a Retailer under the Privacy Act)
- Where Retailers cannot get a response from local Work & Income office or where office fails to engage
- Conflicting practice from Work & Income case managers within regions
- Point of authority to answer questions on Work & Income policy and practice

**(E): ERANZ Working Group – Typical scenarios include:**

- No individual cases to be escalated (those should be referred to the relevant Retailer only)
- Persistent conflicting or divergent practice by retailers (individually or collectively) to the Guideline on Arrangements to Assist Vulnerable Customers
- Suggestions to change and/or improve Retailer practice and policy, or the Work & Income process
- Suggestions to change and/or improve Guideline on Arrangements to Assist Vulnerable Customers

**(F): Work & Income National Office – Typical scenarios include:**

- Conflicting national practice
- Suggestions to change national practice and policy
- Questions about national process and policy that Regional Commissioner Advisors are unable to resolve

\* Exceptional circumstances (C) may include instances where a medically dependant customer has incurred a large debt which cannot be mitigated through the retailers normal payment arrangement processes, or where the customer is experiencing, or likely to experience significant hardship.

\*\* Systemic issues (C) may include failure to engage from a local Work & Income office or where clear inconsistencies exist with decisions made by Work & Income case managers.

> This Issue Resolution process also covers distributors that directly bill their customers. However, for simplicity the term 'Retailer' is used throughout this document.

> In all instances of issue resolution, the Retailer and Work & Income will endeavour to reach a resolution that is satisfactory to both parties. In some instances, this may not be possible in which case where both parties may agree to disagree but accept this as the outcome.

> Interaction with the National Building Financial Capabilities Charitable Trust, and/or Utilities Disputes Ltd may also occur as a separate process. UDL contact details are 0800 223 340, [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz). NBFCCCT contact details are 0508 283 438, [www.nbfccct.com](http://www.nbfccct.com) [Refer to process flowchart between NBFCCCT and retailers]