

17 March 2026

s 9(2)(a)

Tēnā koe s 9(2)(a)

Your request

Thank you for your request, received on 18 February 2026, under the Official Information Act 1982 (Act) for the following information:

- *I am interested to know the total number of households that experienced disconnection in 2025 (prepay + postpay)?*

Our response

The Electricity Authority Te Mana Hiko (Authority) can advise that in 2025, there were 25,606 prepay customers and 8,918 post-pay customers disconnected at least once.

Note that the [disconnections for the non-payment](#) dashboard would provide different information if used to try and calculate annual numbers. This is because the dashboard records information by month, resulting in some repeat information being built in if it is used to derive an annual figure.

Please note also the following:

- the disconnection numbers come from the retail responses to the Retail Market Monitoring notice (RMM notice), an information gathering notice issued under clause 2.16 of the Electricity Industry Participation Code 2010 (Code) in March 2025
- the RMM notice information is for disconnections for non-payment, but may include properties which were later classified as vacant
- the RMM notice information does not include disconnections from retailers with less than 1,000 domestic and small business ICPs
- the number of customers disconnected is based on both unique ICPs and customer accounts.

To assist, we also provide the following context relevant to the higher number of prepay disconnection numbers:

- pre-pay customers, who represent 1.4% of consumers, experience automatic disconnection when credit runs out—a feature some choose for its control, flexibility, and ability to avoid debt, while others may use it due to credit constraints
- because prepay is 'pay-as-you-go', short and frequent disconnections are common and not necessarily a sign of poor customer care
- however, frequent disconnections can also indicate energy hardship, and some customers may need additional support or a different type of plan
- the Consumer Care Obligations provide safeguards, including low credit notifications and limits on recommending prepay to households with medically dependent consumers. As part of publishing information in our disconnections for non-payment dashboard we are engaging with prepay retailers to reinforce their obligations.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

As this information may be of interest to other members of the public, the Authority may proactively release a copy of this response on our website. All personal data, including your name and contact details, will be removed before publication.

If you'd like to discuss this response with us, please feel free to contact us by emailing oa@ea.govt.nz.

Nāku noa, nā,

A handwritten signature in black ink, appearing to read 'Airihi Mahuika', with a long horizontal flourish extending to the right.

Airihi Mahuika
GM Legal, Monitoring and Compliance