

13 May 2026

s 9(2)(a)

Tēnā koe s 9(2)(a)

Your request

Thank you for your request, received on 13 March 2026, under the Official Information Act 1982 (Act) for the following information:

- a. *A copy of the Authority's earlier response identified in your letter as OIA-25-0027, including any attachments or schedules referred to in that response.*

Part 2 — Search methodology and record structure

- b. *The search terms, search fields, date filters, repositories, and method used to identify the "3954 results" referred to in your 13 March 2026 response.*
- c. *Any document, note, or internal explanation describing how the Authority distinguishes between:*
 - i. *general search hits across SharePoint / Exchange; and*
 - ii. *actual smart-meter health enquiries received from members of the public.*

Part 3 — Actual health enquiry records

- d. *For the period 1 January 2018 to 1 September 2025, please provide the total number of actual smart-meter health enquiries held or identified by the Authority, as distinct from general keyword search hits.*
- e. *If the Authority does not maintain a single field or dataset for this, please provide any existing list, register, log, schedule, case list, or manually created summary used for the purpose of answering OIA-25-0027 or OIA-25-0051.*
- f. *If no such list or schedule exists, please confirm that explicitly.*

Part 4 — Post-2015 continuation of the record trail

- g. *Please provide an index of records from 1 January 2016 to present relating to:*
 - i. *smart meter FAQ or fact sheet updates;*
 - ii. *RF / EMF wording;*
 - iii. *AMI public information;*
 - iv. *smart-meter health enquiries;*
 - v. *communications with ESR, Ministry of Health, Health NZ, MBIE, or any electricity retailer/distributor on smart-meter health or RF issues.*
- h. *For each indexed record, please provide only:*
 - i. *date,*
 - ii. *subject line or title,*
 - iii. *record type,*
 - iv. *sender/recipient organisation (not personal contact details),*
 - v. *and repository or storage location if recorded.*

Part 5 — Approval and decision trail

- i. *Any records showing who approved, reviewed, or authorised the wording used in the Authority's smart-meter FAQ / fact sheets concerning:*
 - i. *RF exposure,*
 - ii. *health effects,*
 - iii. *references to ESR / NRL,*
 - iv. *and any public reassurance statements.*

Our response

The Electricity Authority Te Mana Hiko (Authority) will respond to each part of your request in turn.

- a. *A copy of the Authority's earlier response identified in your letter as OIA-25-0027, including any attachments or schedules referred to in that response.*

The document you have requested is attached as Appendix One. However, please note we have provided an updated version of this response to capture some additional information. Accordingly, please see the response to Part 3 below.

Part 2 — Search methodology and record structure

- b. *The search terms, search fields, date filters, repositories, and method used to identify the "3954 results" referred to in your 13 March 2026 response.*
- c. *Any document, note, or internal explanation describing how the Authority distinguishes between:*
 - i. *general search hits across SharePoint / Exchange; and*
 - ii. *actual smart-meter health enquiries received from members of the public.*

The "3954 results" referred to in the 13 March 2026 response were identified using keyword searches in Microsoft Purview eDiscovery across all available data sources. Searches used the keyword field and combined variations of "smart meter" with either "FAQ"/"Frequently asked questions", and separately with health-related terms such as "health", "fatigue", "headache", "EHS", "electromagnetic hypersensitivity", "RF", and "EMF".

The searches covered records from 1 January 2010 onwards, with the health-related search limited to the period ending 31 December 2025. They were run across Exchange Online mailboxes (from around 2024), the electronic data management system (including scanned records and shared drive content), and pre-migration emails retained in the Electronic Document Management System (EDMS).

The figure of 3954 reflects the total items returned by these searches. Ministerial staff then manually review the results to identify documents that are within scope, including distinguishing actual public enquiries about smart meter health concerns.

Part 3 — Actual health enquiry records

- d. *For the period 1 January 2018 to 1 September 2025, please provide the total number of actual smart-meter health enquiries held or identified by the Authority, as distinct from general keyword search hits.*
- e. *If the Authority does not maintain a single field or dataset for this, please provide any existing list, register, log, schedule, case list, or manually created summary used for the purpose of answering OIA-25-0027 or OIA-25-0051.*
- f. *If no such list or schedule exists, please confirm that explicitly.*

In response to your OIA request ref: OIA-25-0027, which asked for any smart meter related health enquiries from 2018-2025, we identified two smart meter related health complaints. We took reasonable steps to identify any information in scope at the time, however, due to a broader search including additional search terms sent through by you, we have now identified further smart-meter related health enquiries from this period.

We would like to update our response in OIA-25-0027 by providing you with an up-to-date list of health enquiries received between 1 January 2018 and 1 September 2025. This is attached as Appendix Two and provided in a summary table, as requested in OIA-25-0027. We apologise for the oversight on the original response.

The Authority considers that Appendix Two updates our response to OIA-25-0027, as well as answers the above part of this request.

Part 4 — Post-2015 continuation of the record trail

- g. Please provide an index of records from 1 January 2016 to present relating to:*
- i. smart meter FAQ or fact sheet updates;*
 - ii. RF / EMF wording;*
 - iii. AMI public information;*
 - iv. smart-meter health enquiries;*
 - v. communications with ESR, Ministry of Health, Health NZ, MBIE, or any electricity retailer/distributor on smart-meter health or RF issues.*

Please find this document attached as Appendix Three.

Part 5 — Approval and decision trail

- h. Any records showing who approved, reviewed, or authorised the wording used in the Authority's smart-meter FAQ / fact sheets concerning:*
- i. RF exposure,*
 - ii. health effects,*
 - iii. references to ESR / NRL,*
 - iv. and any public reassurance statements.*

Under section 16 of the Act, we have provided this information in summary form. This approach reflects Ombudsman guidance that agencies may provide a summary where it is a reasonable and effective way to make the requested information available, particularly where the relevant information is contained across multiple records and can be more clearly conveyed in consolidated form.

Records held by the Authority indicate that the current smart meter FAQ information published on the Authority's website at www.ea.govt.nz/your-power/meters/ was written, reviewed, and authorised by a Senior Advisor, Communications in April 2023. The wording was developed using earlier Authority website information and was revised to improve clarity, conciseness, and alignment with current guidance.

In relation to earlier materials, records show that the original smart meter fact sheet was first developed in 2010 by the Authority's Retail Operations team. When originally developed, the fact sheet was run past multiple industry participants, who were given the option to comment and make suggestions on the content. The content was subsequently updated on multiple occasions by various staff members.

In 2019, the Authority's information on meters was changed from web-based (HTML) content and a PDF fact sheet to web-based (HTML) content only. As part of this change, the smart meter information was updated, with the revised wording reviewed and authorised by Authority Communications staff. This was revised again and republished in April 2023 when the Authority launched its new website.

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 oiia@ea.govt.nz.

Nāku noa, nā,

A handwritten signature in black ink, appearing to read "Airihi Mahuika". The signature is fluid and cursive, with a long horizontal stroke at the end.

Airihi Mahuika
GM Legal, Monitoring and Compliance

7 November 2025

Spencer Jones

By email: fyi-request-31857-015bce55@requests.fyi.org.nz

Tēnā koe Spencer

Your request

Thank you for your request, received on 1 September 2025, under the Official Information Act 1982 for the following information:

- *Health-related smart meter complaints (1 Jan 2018 – 1 Sep 2025) Records (or a summary table) of public inquiries, complaints, or disputes received by the EA from consumers alleging health symptoms following smart-meter installation (e.g., headaches, fatigue, electromagnetic hypersensitivity). Please include for each case (to the extent reasonably retrievable): date received, brief nature of concern, status (open/resolved), and outcome/resolution category. Personal identifiers are not sought.*
- *Clause 11.27 Code actions (1 Jan 2018 – 1 Sep 2025) Any data, reports, notices, or decisions issued or recorded by the EA under Clause 11.27 of the Electricity Industry Participation Code 2010 in relation to smart-meter installations where health complaints or EMF/RF safety concerns were a factor. If no such actions exist, please confirm “nil”.*

Our response

On 7 October 2025, the Electricity Authority Te Mana Hiko (Authority) provided you with a response to the second part of your request and advised that we had made a decision on the first part of your request, but more time was needed to administratively prepare the information for release.

The Authority has identified two documents in scope of the first part of your request. These are outlined in Appendix 1 below and attached to this letter as Appendix 2. We have redacted names and emails of individuals under section 9(2)(a) of the Act on the ground this is necessary to protect the privacy of natural persons.

Please note, the emails provided to you are the only information we have on each enquiry.

The Authority is responsible for regulating meter accuracy and certification. If an individual wanted their smart meter removed from their property, they would need to contact their retailer or metering company.


I am satisfied, in terms of section 9(1) of the Official Information Act 1982, that the need to withhold the information referred to above is not outweighed by other considerations that render it desirable, in the public interest, to make the information available.

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 would 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

Appendix One: Documents in Scope

Document #	Description of document	Decision on release
1	Email: RE: [External] Smart meter	Released with out of scope information removed and some information withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
2	Email: Fwd: Worldwide testimonies about Smart Meters	

Out of scope

From: Info Electricity Authority
Sent: Thursday, 20 February 2025 2:02 pm
To: s 9(2)(a)
Subject: RE: [External] Smart meter

Kia ora s 9(2)

If you would like your smart meter removed please contact your retailer or metering company, we are unable to do this.

Thank you,
Info team

From: s 9(2)(a)
Sent: Thursday, 20 February 2025 1:26 pm
To: Info Electricity Authority <Info.ElectricityAuthority@ea.govt.nz>
Subject: [External] Smart meter

You don't often get email from s 9(2)(a) [Learn why this is important](#)

Please be careful with this email as it has bypassed our usual Junk Email checks
Hi

I recently had my smart meter upgraded from 3G.

The installer insisted it is 4G, but my retailer today mentioned it is 5G.

Either way, since the upgrade I have been increasing ill. Dizziness, faint headed, fatigue, loss of appetite, breathing issues and weakness.

I have had tests including cardiology, blood and urine tests. Everything came back clear.

I can only put it down to the recent smart meter upgrade. My retailer says it CANNOT be removed or downgraded back to 3G.

I am constantly at my doctors and now I have involved ACC which I waiting a response.

What are my rights to get it removed as smart meters in NZ are not compulsory.

Thanks in advance.

s 9(2)(a)

Out of scope

--- Original message ---

Subject: Fwd: Worldwide testimonies about Smart Meters

From: s 9(2)(a)

Date: Tuesday, July 18, 2023 12:43 PM

To: info@utilitiesdispute.co.nz

Cc: info@ea.govt.nz

Forwarded as promised...

Thanks-

--- Original message ---

Subject: Worldwide testimonies about smart meters

From: s 9(2)(a)

Date: Friday, January 6, 2023 8:30 AM

To: s 9(2)(a)

WORLDWIDE TESTIMONIES ABOUT SMART METERS

Five weeks ago, I asked people to email the New Mexico Public Regulation Commission (PRC) about their experiences with smart meters. Heartbreaking testimonies poured in from around the world. Stories about catastrophic effects on the health and lives of adults, children, the elderly, pets, farm animals, birds, wild animals, insects, worms, plants, neighbors, workers and entire communities.

Below are excerpts and summaries of some of the 271 testimonies that are posted on the [public comments page](#) of the PRC's website. If you have stories to add and you have not yet sent them to the PRC, please email them to: **New Mexico PRC s 9(2)(a)**. Write "Case No. 22-00058-UT" in the Subject line. **Be sure to also send a copy to me at s 9(2)(a)**. We need all the help we can get to preserve New Mexico as a refuge from smart meters, and as an example to the world.

s 9(2)(a) is a New Mexico resident who was severely injured by a smart meter "that has completely devastated my life." She is a nurse and a veteran who knew nothing about smart meters until she was injured by one. This occurred on Kirtland Air Force Base in New Mexico. "For three and one-half months," she writes, she slept with her head approximately one foot away on the other side of a wall from an electrical panel containing two electric smart meters. "Anything that carries an electric current or emits any radiation" now causes her headaches, brain fog, and internal burning. "I can no longer tolerate living in an urban environment," she writes, "so I have moved to South Dakota, to a cleaner environment in the country. Because of the harms I was exposed to, I am separated from my family, which has contributed to my suffering... I have a nursing license, but can no longer work in my profession."

s 9(2)(a) writes from the UK: "From the time [the smart meter] was turned on, I could not walk around in my flat, I could not write an email, I could not think and I could not sleep. It was an absolute nightmare until it was switched off."

s 9(2)(a), formerly of New Mexico, writes: "I was able to opt out and keep my old meter. Everybody I talk to who was forced to accept smart meters has complained of numerous effects."

s 9(2)(a) writes, "Smart meters were installed in my building, and the radiation they emit inside apartments creates for myself, a constant burning pain to my skin."

s 9(2)(a) writes from California: "My mother died of a massive brain tumor caused by a row of six Smart Meters outside her condo, on the wall where the head of her bed was. We discovered this after she had already passed. You can imagine my shock and horror at that realization."

s 9(2)(a) writes, "I have seen hideous debility in adults and children secondary to Smart Meters being installed in my area." These include absence seizures in a 2-year-old boy and chronic fatigue and fibromyalgia in his mother.

§ 9(2)(a) writes from Malta: “Back in 2017 my electrical meter caught fire and nearly caused a house fire. Luckily I was at home and intervened before anything worse happened.”

§ 9(2)(a) writes from California that she was diagnosed with suspected Parkinson’s disease a few months after a smart meter was installed, and that she later had the meter replaced and within a few weeks all her symptoms disappeared.

§ 9(2)(a) writes from California that since a smart meter was installed, there have been almost no hummingbirds at her feeders and a decrease in caterpillars in her garden.

§ 9(2)(a) writes from New York that her hair started falling out within a few months of a smart meter being installed at her place of work, that she was diagnosed with leukemia, and that she developed a lifelong allergy to electricity.

§ 9(2)(a), who works as an electromagnetic radiation specialist (“EMRS”) in Georgia, writes that after smart meters were installed, “the smart meter signature I logged [on her radio frequency meter] in my bedroom was at the precise times I wake up at night”; that her next door neighbor and her neighbor’s daughter wake at the exact same time she does every night; that her border collie began having skin problems and would wake up whimpering at the exact same time also; and that she and her dog both wake up at that same time with diarrhea.

§ 9(2)(a) writes from California that while she had a smart meter she could not sleep and there were no birds; and that when the smart meter was removed, the birds came back.

§ 9(2)(a), an EMRS in Missouri, writes: “I have confirmed injuries from wireless radiation and the Smart meter seems to be the most damaging to me and my clients. Once the ITRON electronic meter is removed many of my clients have an immediate response to an improved health. This meter has been torture to myself and others in St Louis, it is my professional opinion this meter kills all biological life.”

§ 9(2)(a) writes from California that “For the majority [of people], they suddenly developed symptoms and only later discovered that the symptoms began immediately after the smart meter was installed.”

§ 9(2)(a) writes: “My friend’s neighbor had a smart meter put in. She didn't know it had such dangers, but soon found out her chickens in the yard had huge tumors growing on their throats and body. The eggs they laid were odd shapes and colors, and the chickens appeared to be tired, which was not ever seen prior to the installments of the smart meters.”

§ 9(2)(a) writes that a smart meter gave his family headaches, caused the animals, birds and insects to disappear, and caused a fire that burned down his house.

s 9(2)(a) writes from California that she had no knowledge of the dangers of smart meters until an Itron smart meter was installed on her house, after which she awoke abruptly every hour during the night, had uncomfortable ear sensations, acquired high-pitched tinnitus, and felt pressure in her chest.

s 9(2)(a) writes from the UK: “Everyone I know who [has a smart meter] has been negatively affected by them.”

s 9(2)(a) writes: “In Capitola, CA an entire bank of smart meters burst into flames and started a fire and burned down an apartment complex.”

s 9(2)(a) writes from Australia that she became sick two weeks after a smart meter was installed and was sick for five years until she had it moved off her house.

s 9(2)(a) writes that she had heart palpitations, headache, and panic until her smart meter was removed. She writes that her 80-year-old neighbor “went from being extremely lively, active, outward-going to hobbling around and forgetful within 6 months” of a smart meter being installed and died within 18 months.

s 9(2)(a) writes from Ontario, Canada that after a smart meter was installed, his wife’s health and behavior deteriorated, resulting in their divorce. He also writes that he has attempted to hatch fertile chicken eggs in an incubator in his house twice since the meter was installed, with over 20 fertile eggs each time, and not one egg hatched either time.

s 9(2)(a) writes from California that when smart meters were installed on her home she incurred inner ear damage, sleeplessness, anxiety, non-stop heart palpitations, and migraines, and fled her home after two months to save her life. She also reports that her pets all got cancer and passed away.

s 9(2)(a) writes from Florida that although she opted out of a smart meter on her own home, “[o]n the day they were getting installed [in her neighborhood], I walked outside and had no idea where I was. I had the worst kind of disorientation. This reaction was ongoing and lasted for the first few months.” She reports vertigo attacks that have continued, and constant dry mouth, that her teenage son has dry mouth, headaches and sleep disruptions, that her neighbor’s dog suddenly got cancer and died after the smart meters were installed, that her cat started acting differently, and that all the bats disappeared.

s 9(2)(a) writes from Texas that she lives in an apartment complex and so could not opt out, and has had sleep problems and agitation since smart meters were installed.

s 9(2)(a) writes from West Virginia that “I have literally known thousands of people over the past nine years or so who became so ill when smart meters were installed in their homes that they had to move just as I did.”

s 9(2)(a) writes from North Carolina that she knew nothing about smart meters until after one was installed in her home and she began having severe headaches, dizziness, and temporal lobe seizures the following week. She writes that she thought she was dying until she went camping one week and the symptoms disappeared; that her next door neighbor’s headaches began the same time hers did; that an elderly neighbor across the street began falling repeatedly immediately after their headaches began; and that when she finally moved to a location without a smart meter she “was stunned at the change in my health.” She observed that “the frogs disappeared the very summer after the smart meter went in”—the hundreds of frogs that previously inhabited the creek behind their back yard—and that all the house sparrows and starlings disappeared, and that squirrels were “suddenly tame and suddenly laying down ‘resting’ a lot. They seem to be panting and they seem to be sick.” She writes that she has had to leave an 18-year career in developmental epidemiology.

s 9(2)(a), from Latvia, submitted this startling photograph of a bush standing just inches away from a smart meter:

s 9(2)(a) writes that she and her family left their homes in other states to come to New Mexico five years ago to escape smart meters. “The smart meters were devastating our small children and ourselves and the effects are still noticeable,” she writes.

s 9(2)(a) writes that on the same day a smart water meter was installed, his wife developed heart arrhythmia, very high blood pressure, and fainted, and that they had to remove the meter themselves, with both legal and financial consequences.

s 9(2)(a) writes from Germany that he and his wife purchased a house with a smart meter, and when they moved in there were no insects, bees, butterflies or birds, and “[t]he dirt in the yard was dead.” After they had the smart meter removed, they had “earthworms in the soil, bees, butterflies, hummingbirds, spiders, and other creatures.”

s 9(2)(a), in Taos, New Mexico, writes that although they were able to opt out of a smart meter at their home, they were unable to opt out at their place of business, and that “[w]e noticed agitation, irritability, depression, headaches, ear ringing and other symptoms from ourselves and our employees while in the work

space.” They moved their business to a new location without a smart meter and “[a]ll of the symptoms have disappeared for us and our team.”

s 9(2)(a) writes: “Until I researched the matter, I could not understand why I had such fragmented sleep, and would wake with severe tachycardia. I thought my heart would beat out of my chest. There was not sleep and no ability to function well in the morning after that.” Finally, “I looked and found the place I had moved to had a smart meter outside the bedroom wall.” She adds: “There is a neighbor who asked me why she thought she would feel unwell when working for hours in a particular room in her house. She also noted that any plants she put in that room died, where they had been thriving in other rooms. I looked and saw there was a smart meter directly on the other side of the wall of that room where she sat, and a neighbor's smart meter pointing at fairly close proximity to that room.”

s 9(2)(a) is a Santa Fe resident who briefly lived in southern California in 2019-2020. She writes: “I had no history of heart problems, but upon moving into a house in a development in San Diego County, I was jolted awake every night, feeling like what it would be like to be hit with defibrillator paddles. Once awake, my heart would alternate between pounding, racing, and skipping beats for the rest of the night, and I would shake for hours. I also developed eye issues—my eyes burned and were red and swollen. Each day I would feel better when I left our house, but each night the horrible symptoms would return. It was terrifying and exhausting... We hired an inspector who tested our house for RF/EMF radiation and found that the high readings were not coming from our property (we had an analog meter), but from our neighbor's house. It so happened that her meter directly faced our bedrooms... Finally, in September 2020 I returned to New Mexico for good, and I have not had those heart symptoms here.”

§ 9(2)(a) writes from North Carolina that she is “currently suffering every single day and especially nights from the newly installed” smart meters in her neighborhood, and that “I have been forced from 3 previous home locations because of smartmeter installations... My heart rate has become dangerously high, my body temperature can not regulate, I experience constant vibrating in my torso and in my legs, my brain function has deteriorated and I can not sleep at all. This physical response to the newly installed smartmeters is life-threatening to me.”

§ 9(2)(a) writes from California that she “had to leave my home in a camper to find somewhere I could sleep” because of a smart meter, and that she had to abandon her home of 30 years.

§ 9(2)(a) lives in Taos. “A smart meter was put in at my address,” she writes. “I started having trouble sleeping at night. I started having headaches. I stopped waking up happy. My emotions were flatline. This happened quickly, over a couple of weeks. Someone told me about symptoms showing up in people after smart meters were installed where they live. I went looking for the smart meter. Then I moved my bed to a location in the building as far from the meter as I could put it, and slept with my head at the end of the bed furthest from the meter location. I slept through the night, and woke with no headache. I do not own the property and the owner won't work with the electric company to give back the old meter. I feel blessed someone told me about the horrible impact the smart meters have on human health.”

§ 9(2)(a) moved to New Mexico from Colorado. He writes that when a smart meter was installed on their Colorado house, he developed tinnitus and his wife developed heart palpitations, and that both health problems ceased when the meter was moved.

s 9(2)(a) writes that she “experienced severe tinnitus, tremors, short-term memory issues, and an area at the back of my neck at the base of my skull that was hot to my husband’s touch” in a 4-hour period after a smart meter was installed 10 feet beyond the head of her bed. They paid for opt-outs for both themselves and a neighbor in order to be well, she writes.

s 9(2)(a), of Santa Fe, writes, “My daughter, living in another state, was away when a Smart Meter was installed on her house. Within days of her healthy arrival home, she became ill and now, several years later, she is still plagued with health issues and is only partially functional.”

s 9(2) writes from Pennsylvania: “When our meter started transmitting, I noticed two birds that had died within approximately 25 feet of it.”

s 9(2)(a) writes: “I have personal experience of bad sleep, waking up at night, waking up still tired from being exposed to the radiation by smart meters which made life almost unbearable.”

s 9(2)(a) writes from British Columbia, Canada that her cat developed hyperthyroidism when a smart meter was installed on her townhouse, and that she herself changed from hypothyroidism to hyperthyroidism at the same time.

s 9(2)(a)

President, [Cellular Phone Task Force](#)

Author, [The Invisible Rainbow: A History of Electricity and Life](#)

Administrator, [International Appeal to Stop 5G on Earth and in Space](#)

Caretaker, [ECHOEarch.org](#) (End Cellphones Here On Earth)

s 9(2)(a)

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January 5, 2023

The last 52 newsletters, including this one, are available for viewing on the [Newsletters page](#) of the Cellular Phone Task Force. To subscribe, go to www.cellphonetaskforce.org/subscribe or click on this link:

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|

Date received	Summary of correspondence
28 December 2018	Query about getting an analogue meter due to health issues related to smart meters.
25 July 2019	Request for information about the health and safety of smart meters. Concerned about their health as their retailer was intending to install a smart meter in their home.
11 April 2020	Query about where the liability falls for health effects caused by the effects of EMF from smart meters on their family's health, and how they can get their smart meter removed.
4 June 2020	Query about whether smart meter installation was compulsory, as they were concerned about health effects.
5 November 2020	Query about what type of meters were installed near their property, due to concerns over smart meter safety.
15 March 2021	Request to remove smart meters from all house boards due to privacy and health concerns.
30 April 2021	Request to have smart meter removed for multiple reasons including risk to health.
22 June 2021	Query about keeping analogue meter due to being against smart meters for health and privacy reasons.
8 September 2021	Phone call regarding multiple issues with smart meters, including health concerns.
5 June 2022	Query about how to get a smart meter removed for someone with EMF sensitivities.
21 April 2023	Query about which energy suppliers will help the person revert to an analogue meter due to a medical condition.
18 July 2023	Query about not having a smart meter installed due to existing health issues.
18 July 2023	Worldwide testimonies about the effects of smart meters.
25 September 2023	Query about which power company can change a smart meter to a legacy meter due to health issues.
13 February 2024	Complaint about the approach of a metering provider and context about how people should not be forced into having a smart meter as it may affect their health.
14 February 2024	Query about having a smart meter removed as they believed it was contributing towards health concerns.
20 February 2024	Query about which provider to contact to replace their smart meter with an analogue meter due to severe health issues.

4 December 2023	Correspondence about how they cannot have a smart or digital meter at their property due to their disability, and concerns about discrimination of disabled people.
1 July 2024	Query about whether smart meters are required as they have EMF sensitivity.
16 September 2024	Query about the rights of consumers with EMF sensitivity in relation to smart meters.
18 October 2024	Query about their rights in the case that a smart meter is installed without permission, as they are concerned about health effects.
20 November 2024	Query about legal requirements for smart meters, as they wish to have an analogue meter installed for health reasons.
26 May 2025	Query about how to revert to an analogue meter due to their smart meter causing significant health issues.
24 July 2025	Correspondence about suffering health effects related to smart meters, and request for help with keeping their analogue meter.
20 February 2025	Query about rights to get a smart meter removed due to suffering negative health effects.

Date	Subject line	File type
Tuesday 9 February 2016 1:58pm	Smart Meter factsheets	Email
Monday 7 March 2016 7:17pm	Re: 1084361410 / 0000045487TRCOA - Complaint Update	Email
Tuesday 15 March 2016 7:37pm	Charge for meter reading	Email
Wednesday 16 March 2016 12:08pm	RE: Charge for meter reading	Email
Thursday 16 February 2017 10:08am	Re: Letter smart meter installation	Email
Thursday 16 February 2017 11:32am	Re: Letter smart meter installation	Email
Tuesday 13 March 2018 4:35pm	New Voice Message from: Unknown	Email
Wednesday 14 March 2018 11:24am	FW: New Voice Message from: Unknown	Email
Wednesday 14 March 2018 2:50pm	Smart Meter fact sheet	Email
Thursday 15 March 2018 4:29pm	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 8:45am	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 8:47am	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 8:54am	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 11:21am	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 1:02pm	RE: Smart Meter fact sheet	Email
Friday 16 March 2018 2:16pm	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 2:19pm	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 2:22pm	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 2:46pm	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 2:48pm	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 3:09pm	FW: Smart Meter fact sheet	Email
Friday 16 March 2018 3:42pm	Response on smart meters	Email
Monday 19 March 2018 8:55am	Re: Smart Meter query	Email
Monday 19 March 2018 2:23pm	Re: Smart Meter query	Email
Friday 28 December 2018 12:03pm	smart meters	Email
Thursday 3 January 2019 11:55am	RE: smart meters	Email
Thursday 3 January 2019 12:01pm	RE: smart meters	Email
Wednesday 16 January 2019 1:02pm	Smart Meter information on EA website	Email
Thursday 17 January 2019 11:31am	FW: Smart Meter information on EA website	Email
Thursday 17 January 2019 12:36pm	RE: Smart Meter information on EA website	Email
Friday 18 January 2019 9:18am	RE: Smart Meter information on EA website	Email
Friday 18 January 2019 10:05am	RE: Smart Meter information on EA website	Email
Friday 1 February 2019 1:48pm	FW: Smart Meter information on EA website	Email
Tuesday 5 February 2019 3:06pm	RE: Smart Meter information on EA website	Email
Wednesday 20 February 2019 10:21am	RE: Smart Meter information on EA website	Email
Wednesday 20 February 2019 10:31am	RE: Smart Meter information on EA website	Email
Thursday 21 February 2019 7:48am	RE: Smart Meter information on EA website	Email
Tuesday 26 February 2019 2:02pm	RE: Smart Meter information on EA website	Email
Friday 1 March 2019 3:18pm	RE: Smart Meter information on EA website	Email
Friday 1 March 2019 3:21pm	RE: Smart Meter information on EA website	Email
Friday 1 March 2019 3:22pm	RE: Smart Meter information on EA website	Email
Monday 4 March 2019 9:09am	RE: Smart Meter information on EA website	Email
Thursday 4 April 2019 1:36pm	RE: Smart Meter information on EA website	Email
Monday 15 April 2019 1:53pm	RE: Smart Meter information on EA website	Email
Wednesday 17 April 2019 11:09am	FW: Smart Meter information on EA website	Email
Thursday 18 April 2019 11:11am	Update to smart meter factsheet and webpage - re view	Email
Tuesday 30 April 2019 2:44pm	RE: Update to smart meter factsheet and webpage - re view	Email
Friday 3 May 2019 2:59pm	RE: Update to smart meter factsheet and webpage - re view	Email
Thursday 25 July 2019 9:53am	Smart meters health and safety issues,	Email
Friday 26 July 2019 10:38am	RE: Smart meters health and safety issues,	Email
Saturday 11 April 2020 9:16pm	Smart meter	Email
Saturday 11 April 2020 9:16pm	Smart meter	Email
Wednesday 15 April 2020 12:33pm	RE: Smart meter	Email
Thursday 4 June 2020 12:53pm	Smart meter enquiry	Email
Friday 5 June 2020 4:32pm	RE: Smart meter enquiry	Email
Monday 8 June 2020 11:34am	RE: Smart meter enquiry	Email
Thursday 5 November 2020 2:12pm	Telephone Enquiry - Smart Meters and Health Concerns	Email
Monday 9 November 2020 1:04pm	Attn Holly Re: Telephone Enquiry - Smart Meters and Health Concerns	Email
Monday 16 November 2020 3:23pm	RE: Attn Holly Re: Telephone Enquiry - Smart Meters and Health Concerns	Email
Tuesday 17 November 2020 11:11am	Re: Attn Holly Re: Telephone Enquiry - Smart Meters and Health Concerns	Email
Monday 15 March 2021 8:55am	ELECTRICITY RULING PANEL & TRUSTPOWER USES BIOLOGICAL TECHNOLOGY SMART METERS & 5G Towers to attack Residents in New Zealand	Email
Monday 15 March 2021 10:27am	Fwd: ELECTRICITY RULING PANEL & TRUSTPOWER USES BIOLOGICAL TECHNOLOGY SMART METERS & 5G Towers to attack Residents in New Zealand	Email
Monday 15 March 2021 12:34pm	New email - FW: ELECTRICITY RULING PANEL & TRUSTPOWER USES BIOLOGICAL TECHNOLOGY SMART METERS & 5G Towers to attack Residents in New Zealand	Email
Friday 30 April 2021 5:21pm	Private and confidential	Email
Tuesday 22 June 2021 11:13am	Smart Meter installation	Email
Tuesday 22 June 2021 11:18am	FW: Smart Meter installation	Email

Wednesday 8 September 2021 4:19pm	Smart Meter Advice and Research RE: Phone Call 7/9	Email
Wednesday 8 September 2021 9:51pm	Fw: Electricity meter upgrade at	Email
Sunday 5 June 2022 8:51am	Owner wanting a meter that is not a smart meter	Email
Tuesday 7 June 2022 11:08am	RE: Owner wanting a meter that is not a smart meter	Email
Friday 21 April 2023 9:28pm	Smart Meters	Email
Monday 24 April 2023 7:38am	Re: Smart Meters	Email
Monday 24 April 2023 9:14am	Re: Smart Meters	Email
Monday 24 April 2023 11:06am	Re: Smart Meters	Email
Friday 30 June 2023 11:38am	Fwd: We need to replace the electricity meter at your property	Email
Wednesday 12 July 2023 8:21am	Re: We need to replace the electricity meter at your property	Email
Wednesday 12 July 2023 11:48am	Re: We need to replace the electricity meter at your property	Email
Wednesday 12 July 2023 2:21pm	Re: We need to replace the electricity meter at your property	Email
Tuesday 18 July 2023 12:40pm	Re: We need to replace the electricity meter at your property	Email
Tuesday 18 July 2023 12:44pm	Fwd: Worldwide testimonies about Smart Meters	Email
Monday 7 August 2023 12:50pm	Useful resources for public queries	Email
Monday 25 September 2023 12:21am	Power supplier to Rangiora	Email
Monday 25 September 2023 9:25am	RE: Power supplier to Rangiora	Email
Monday 4 December 2023 12:36pm	Discrimination concerns.	Email
Monday 4 December 2023 2:18pm	RE: Discrimination concerns.	Email
Monday 4 December 2023 3:21pm	RE: Discrimination concerns.	Email
Tuesday 5 December 2023 10:10am	RE: Discrimination concerns.	Email
Tuesday 5 December 2023 6:35pm	RE: Discrimination concerns.	Email
Wednesday 6 December 2023 4:07pm	RE: Discrimination concerns.	Email
Thursday 7 December 2023 10:30am	RE: Discrimination concerns.	Email
Thursday 7 December 2023 11:20am	RE: Discrimination concerns.	Email
Thursday 7 December 2023 12:31pm	RE: Discrimination concerns.	Email
Thursday 7 December 2023 1:28pm	RE: Discrimination concerns.	Email
Thursday 7 December 2023 4:49pm	RE: Discrimination concerns.	Email
Friday 8 December 2023 8:58am	RE: Discrimination concerns.	Email
Friday 8 December 2023 10:50am	RE: Discrimination concerns.	Email
Friday 8 December 2023 2:53pm	RE: Discrimination concerns.	Email
Friday 8 December 2023 4:46pm	RE: Discrimination concerns.	Email
Monday 11 December 2023 9:05am	RE: Discrimination concerns.	Email
Tuesday 13 February 2024 5:05pm	Fw: (Fwd) Upgrade to the Electricity Meter at your Address	Email
Tuesday 13 February 2024 9:19pm	Removal of smart metre	Email
Wednesday 14 February 2024 9:28am	RE: Removal of smart metre	Email
Wednesday 14 February 2024 5:33pm	RE: (Fwd) Upgrade to the Electricity Meter at your Address	Email
Thursday 15 February 2024 2:11pm	FW: (Fwd) Upgrade to the Electricity Meter at your Address	Email
Thursday 15 February 2024 2:14pm	RE: (Fwd) Upgrade to the Electricity Meter at your Address	Email
Thursday 15 February 2024 5:49pm	RE: (Fwd) Upgrade to the Electricity Meter at your Address	Email
Tuesday 20 February 2024 2:07pm	Help with provider for address	Email
Tuesday 20 February 2024 2:21pm	RE: Help with provider for address	Email
Tuesday 20 February 2024 2:51pm	RE: Help with provider for address	Email
Tuesday 20 February 2024 3:12pm	RE: Help with provider for address	Email
Tuesday 20 February 2024 3:39pm	RE: Help with provider for address	Email
Tuesday 20 February 2024 4:13pm	RE: Help with provider for address	Email
Wednesday 24 April 2024 2:53pm	RE: Discrimination concerns.	Email
Friday 26 April 2024 10:38am	RE: Discrimination concerns.	Email
Monday 29 April 2024 7:47am	RE: Discrimination concerns - some progress made.	Email
Monday 29 April 2024 9:32am	RE: Discrimination concerns - some progress made.	Email
Wednesday 1 May 2024 2:08pm	RE: Discrimination concerns - some progress made.	Email
Wednesday 15 May 2024 4:05pm	RE: Discrimination concerns - some progress made.	Email
Wednesday 15 May 2024 4:25pm	RE: Discrimination concerns - some progress made.	Email
Wednesday 15 May 2024 4:38pm	RE: Human Rights Act	Email
Thursday 16 May 2024 4:44pm	RE: Discrimination concerns - some progress made.	Email
Friday 17 May 2024 9:00am	RE: Human Rights Act	Email
Friday 17 May 2024 1:39pm	RE: Human Rights Act	Email
Monday 1 July 2024 1:42pm	Information Please	Email
Monday 1 July 2024 2:59pm	RE: Information Please	Email
Monday 1 July 2024 3:09pm	RE: Information Please	Email
Friday 13 September 2024 11:58am	Smart meters	Email
Friday 13 September 2024 2:28pm	RE: Smart meters	Email
Monday 16 September 2024 6:28am	Re: Smart meters	Email
Friday 18 October 2024 12:10pm	Meter upgrade without permission	Email
Friday 18 October 2024 1:06pm	RE: Meter upgrade without permission	Email
Monday 18 November 2024 6:24pm	Analogue meters	Email
Wednesday 20 November 2024 8:53am	RE: Analogue meters	Email
Thursday 20 February 2025 1:26pm	RE: [External] Smart meter	Email
Thursday 20 February 2025 1:26pm	[External] Smart meter	Email
Monday 26 May 2025 3:29pm	(no subject)	Email

Monday 21 July 2025 4:20pm
Thursday 24 July 2025 7:20am
Tuesday 28 October 2025 2:57pm
Thursday 30 October 2025 11:45am
Monday 3 November 2025 7:43am

[External] Falling through cracks
[External] Re: Falling through cracks
CaseID: 127738 Electricity Authority (2111) 28 Oct 2025 02:40 PM
CaseID: 129146 Electricity Authority (2111) 30 Oct 2025 11:20 AM
RE: Your concern about the smart meter at your property.

Email
Email
Email
Email
Email