

22 April 2026

s 9(2)(a)

Tēnā koe s 9(2)(a)

### Your request

Thank you for your request, received on 24 March 2026, under the Official Information Act 1982 (Act) for the following information:

- *I request a clear and definitive response to the following:  
**Which entity is responsible for ensuring that voltage event data exists and is retained for the purposes of assessing electricity supply quality and resolving consumer disputes?***
- *If no such entity exists, I request explicit confirmation of this position.*

In this letter, we will also address your follow up questions of 23 March 2026, as listed below:

### **System Design Consideration**

*Has the Authority considered whether the current framework:*

- *creates an evidential imbalance between consumers and industry participants; or*
- *limits the ability of dispute resolution bodies to assess claims fairly?*

### **Policy or Regulatory Review**

*Has the Authority undertaken, or considered undertaking, any review of:*

- *voltage event data standards; or*
- *evidential requirements for supply quality disputes?*

We note that in your request of 24 March you also sought clarification and regulatory determination from the Authority regarding your complaint and cross-agency investigation concerning Mercury NZ Ltd (UDL Ref: 173878).

You also wrote to the Chief Executive on the Authority on 16 April 2026 raising a formal complaint in relation to smart metering governance, outage investigation and consumer access to critical electricity supply-quality data and the absence of an identifiable regulatory pathway for obtaining or testing outage related technical evidence arising from your dispute involving Mercury NZ Limited, MainPower and Intellihub from an outage event on 29 May 2024.

This response is limited to your request above under the Act. A separate response will be provided to you on the other matters raised in your correspondence as outlined above.

### **Our response**

For sake of clarity, the Electricity Authority Te Mana Hiko (Authority) will respond to each part of your request in turn.

***Which entity is responsible for ensuring that voltage event data exists and is retained for the purposes of assessing electricity supply quality and resolving consumer disputes?***

We have previously advised you that the Authority does not set nor monitor standards for voltage event recording or retention in a response to follow up questions on a previous request received from you under the Act (see the responses provided to you in our email to you dated 23 March 2026).

The request for information about the role of other entities in relation voltage event data is not information we hold and accordingly not a request for “official information” as defined in the Act. The Authority is not required to undertake research or create information in order to respond to questions where they do not fall within the definition of “official information”.

Nevertheless, on this occasion we have made some inquires and set out the information below in the spirit of providing reasonable assistance. We note that additional assistance is provided where reasonable and, while we have done so in this case, will not necessarily be the case in future, particularly in relation to repeat or similar requests.

The Authority understands that no other regulator requires that voltage event data is recorded or retained for the purpose of assessing electricity supply quality and resolving consumer disputes.

Regulation 28 of the Electricity (Safety) Regulations 2010 specifies voltage limits that apply to the supply of electricity. However, these regulations don't specify that records of voltage must be kept, and they don't create an obligation for ensuring that voltage event data exists and is retained.

WorkSafe is the regulator of the Electricity (Safety) Regulations but is likely to only record when there has been an incident or complaint.

**23 March follow up questions**

***System Design Consideration***

*Has the Authority considered whether the current framework:*

- *creates an evidential imbalance between consumers and industry participants; or*
- *limits the ability of dispute resolution bodies to assess claims fairly?*

This matter has not been considered by the Authority. Any future consideration would most appropriately be undertaken by WorkSafe or the Ministry of Business, Innovation and Employment (MBIE).

***Policy or Regulatory Review***

*Has the Authority undertaken, or considered undertaking, any review of:*

- *voltage event data standards; or*
- *evidential requirements for supply quality disputes?*

The Authority considered how to promote better visibility of the energy flows and power quality on distribution networks, to help ensure New Zealand's shift towards a decentralised, digitalised electricity system benefits consumers. This was outlined in a discussion paper in September 2025, which is publicly available here: [Exploring network visibility: costs, benefits and value](#)

As outlined in the discussion paper above, in the future, we may consider progressing work on making network capacity information accessible, new technologies and use cases that create demand for power quality data by distributors and others.

Other publicly available information which may be of interest to you is listed below:

- [Updating regulatory settings for distribution networks | Our projects | Electricity Authority](#)
- [Low Voltage network visibility across electricity distributors | Commerce Commission](#)

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](http://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](mailto: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**