

15 May 2026

s 9(2)(a)

Tēnā koe s 9(2)(a)

Your request

Thank you for your request, received on 16 April 2026, sent to the Chief Executive of the Electricity Authority Te Mana Hiko (Authority).

As explained in our email of 24 April 2026, we are treating parts of your letter that ask for official information, as defined under the Official Information Act 1982, as a request under that Act. Namely, we will be responding to the below requests for information:

- **Question 3 — Network level data**
Is there any EA recognised pathway by which a residential consumer may obtain, require consideration of, or challenge the absence of:
 - SCADA logs;
 - voltage / power quality logs;
 - switching records;
 - protection records;
 - transient / surge records;
 - distributor outage event records;
 - raw AMI event logs;
 - head end communication records?
- **Question 8 — Smart meter health complaints**
Does the Authority maintain any structured record category, register, or trend monitoring system for smart meter health, RF / EMF, or medically vulnerable consumer complaints?

Our response

We will respond to each of these two questions in turn below.

- **Question 3 — Network level data**
Is there any EA recognised pathway by which a residential consumer may obtain, require consideration of, or challenge the absence of:
 - SCADA logs;
 - voltage / power quality logs;
 - switching records;
 - protection records;
 - transient / surge records;
 - distributor outage event records;
 - raw AMI event logs;
 - head end communication records?

No, there is no Authority recognised pathway to obtain, require consideration of, or challenge the absence of the listed records. Please note, due to the subject matter raised, we have interpreted 'switching records' to refer to distributors energising and de-energising sections of their network.

- **Question 8 — Smart meter health complaints**

Does the Authority maintain any structured record category, register, or trend monitoring system for smart meter health, RF / EMF, or medically vulnerable consumer complaints?

The Authority does not maintain any structured record category, register, or trend monitoring system for smart meter health complaints or RF/EMF health complaints.

However, the Authority does collect information on medically dependent consumer complaints using secure data collection tools which are updated and monitored by the monitoring and compliance teams.

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,



Airihi Mahuika
GM Legal, Monitoring and Compliance