

19 May 2026

s 9(2)(a)

Tēnā koe

Your request

Thank you for your request, received on 22 April, under the Official Information Act 1982 (Act) for the following information:

- *Can I ask whether consumer debt data is on the horizon for release soon? For the period up to mid 2025 when the retailer distress notice was in play, the EA site hosted some very useful analysis of customer debt including categories of debt and debt write-off. If I wish to access that data for the 2021-2025 period, can that information be requested from the Authority (or is it still available via the website - I have not been able to find it).*

Our response

This information is available on the Electricity Authority Te Mana Hiko (Authority) website here: [Electricity Authority - EMI \(market statistics and tools\)](#).

Please note this data only goes back to 2022. This is because the section 2.16 notice for this data, requiring participants to provide it, only came into effect on 1 October 2022. Therefore, the data from 2021 – 30 September 2022 is refused under section 18(g) of the Act, as the information is not held by the Authority.

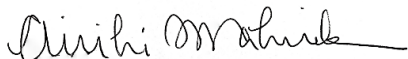
While not within the scope of your request, you may be interested in some similar and older aggregated data here: [Disconnections due to non-payment | Electricity Authority](#).

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