

1 July 2026

s9(2)(a)

Tēnā koe s9(2)(a),

Your request

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

1. *The data on prepay disconnections for non-payment, for each month, in the period 1 Jan 2025 until the most recent data available, broken down by:*
 - brands visible to the public, and
 - parent companies.
2. *The data on postpay disconnections for non-payment, for each month, in the period 1 Jan 2025 until the most recent data available, broken down by:*
 - brands visible to the public, and
 - parent companies.

On 3 June 2026 we clarified that by 'data' you wanted a numerical count of prepay and postpay disconnections broken down by brands and parent companies.

Our response

The Electricity Authority Te Mana Hiko (Authority) is releasing two documents within scope of your request:

1. *OIA-26-0039 PostpayDisconnectionsOIA.xlsx*, which provides postpay disconnections for each month from 1 January 2025 to April 2026, broken down by brand and parent company; and
2. *OIA-26-0039 PrepayDisconnectionsOIA.xlsx*, which provides prepay disconnections by month from 1 January 2025 to April 2026, broken down by brand and parent company. We have also included, by month, the number of customers on prepay plans by brand and parent company.

Context

We provide the following context relevant to the higher number of prepay disconnections.

Prepay disconnections

Prepay 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.

We note that:

- Because prepay is 'pay-as-you-go', short and frequent disconnections are common and not necessarily a sign of poor customer care.
- For customers with poor credit histories, prepay may be the most practical, or only, option.
- 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.

Prepay retailers

There are currently three prepay retailers operating in New Zealand, these are:

- GLOBUG, owned by Mercury Energy
- Contact PrePay, owned by Contact Energy
- WISE Prepay owned by Nova Energy.

The availability of prepay services for new customers has changed recently and Contact Energy is currently the only retailer accepting new prepay customers. GLOBUG stopped accepting new customers in late 2024 while the service was under review and WISE Prepay stopped widely accepting new customers in December 2025.

Contact Energy has had an increase in prepay customers relative to other prepay retailers over the period since late 2024, with a related increase in pre-pay disconnections numbers. However, its rate of prepay disconnections has decreased slightly over this time and is significantly below the disconnection rate of other prepay retailers.

Disclaimers - prepay information

The disconnection data that is being provided to you comes 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
- Customers may have been disconnected more than once, particularly for pre-pay customers where disconnections occur automatically when credit runs out or falls below the approved credit limit.

Some of the disconnections have a 'null' value where disconnections are not assigned to a brand name.

Missing brand names occur when the ICP disconnected could not be matched to an ICP in the ICP data (a separate data table the retailers submit), which may be due to switching away (so the ICP is not with that retailer at the end of the month) or other undiagnosed data/submission issues.

Disconnections are assigned to prepay if:

- There is a matching account data for that month with a PrepaidFlag = 'Y'

- They have the BrandName GLOBUG or WISE Prepay
- They were submitted by WISE Prepay Energy
- Or if they were submitted by Mercury and have a missing brand name.

All other disconnections are then assigned to postpay.

As with the information published on our Disconnection Dashboard, this information is provided on a best-endeavours basis. It should not be considered as definitive and may be subject to change. The Authority takes no responsibility for the completeness, accuracy or reliability of the data.

You can also explore disconnections data, and relevant context, here:

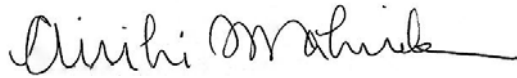
<https://www.ea.govt.nz/data-and-insights/charts-and-dashboards/disconnections-for-non-payment/>

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 oia@ea.govt.nz.

Nāku noa, nā,



Airihi Mahuika

GM Legal, Monitoring and Compliance