

Notice Under Regulation 16 of the Electricity Industry (Enforcement) Regulations 2010

Date	9 July 2026
Addressee	Genesis Energy Limited
Subject	<p>On 22 December 2025, the Electricity Authority reported an alleged breach by Genesis Energy Limited (Genesis) of clauses 23(c)(i), 23(e), 36(1)(c), 36(4), 37(1), 37(3), 39(a), 47(4)(a) and 58(b) of Part 11A Schedule 11A.1 of the Electricity Industry Participation Code (Code) when Genesis disconnected the premises of a medically dependent consumer on 1 September 2025.</p> <p>On 27 February 2026, Genesis self-reported an additional alleged breach of clause 48 when it failed to request an application (in any form) for medically dependent consumer status after becoming aware of a medically dependent consumer.</p>
Investigator	Investigator appointed under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations)
Notifying non-participant	Non-participant
Notifying industry participant	Genesis Energy Limited
Clauses allegedly breached	Clauses 23(c)(i), 23(e), 36(1)(c), 36(4), 37(1), 37(3), 39(a), 47(4)(a), 48(1) and 58(b) of Part 11A

Schedule 11A.1 of the Code.

Circumstances of alleged breaches

At approximately 9.08am on 1 September 2025, Genesis disconnected a property at which a medically dependent consumer was residing.

A physical reconnection was required, and the property was reconnected at approximately 6.00pm on 1 September 2025, meaning the premises where the medically dependent consumer resided were without power for around nine hours.

It is alleged that the disconnection gave rise to a number of breaches of the Consumer Care Obligations.

It is further alleged that Genesis failed to provide or record certain information required by the Consumer Care Obligations.

Date and time of alleged breaches

- For the alleged breaches of clauses 23(c)(i) and 23(e), from 26 September 2025.
- For the alleged breach of clause 36(1)(c), on 17 July 2025 and 22 August 2025 in respect of the vacant disconnection notices.
- For the alleged breach of clause 36(4), at 9.08am on 1 September 2025.
- For the alleged breach of clause 37(1), at 9.08am on 1 September 2025 and on or about 1 September 2025 for clause 37(3).
- For the alleged breach of clause 39(a), on 1 September 2025 in relation to the reconnection of the premises.
- For the alleged breach of clause 47(4)(a), at 5.57pm on 24 July 2025 and at 10.43am and 4.27pm on 1 September 2025.
- For the alleged breach of clause 48(1), from 24 July 2025 until 9 December 2025.
- For the alleged breach of clause 58(b), from 1 September 2025.

Times stated are approximate.

Please note, under Regulation 16 of the Regulations, you are obliged to respond to this allegation, in writing, to the investigator within 10 working days of receipt of this notice (unless the investigator allows, in writing, a longer period).

Please provide your response to this allegation, or request a longer period to respond, via the Authority's Compliance portal by clicking [here](#) ↗ .

Include the following in your response:

- Whether you believe you have breached the Code
- Whether there is another provision you consider more accurately describes the nature of the event

- A full explanation of the circumstances surrounding the alleged breaches
- Identification of any information provided in your response that you consider confidential and that should not be included in the investigator's report under Regulation 19 of the Regulations (Regulation 15(2) of the Regulations). If your response includes confidential information, please provide a second copy where the confidential information has been redacted in case your response needs to be shared with any other parties.

Notice Under Regulation 17 of the Electricity Industry (Enforcement) Regulations 2010

Investigation of alleged breach of the Electricity Industry Participation Code 2010 by Genesis Energy Limited

On 22 December 2025, the Electricity Authority (Authority) reported an alleged breach by Genesis Energy Limited (Genesis) of clauses 23(c)(i), 23(e), 36(1)(c), 36(4), 37(1), 37(3), 39(a), 47(4)(a) and 58(b) of Part 11A Schedule 11A.1 of the Electricity Industry Participation Code (Code) when Genesis disconnected the premises of a medically dependent consumer on 1 September 2025.

On 2 July 2026, the Authority appointed an investigator to investigate the alleged breaches under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations).

Under Regulation 16, the investigator must promptly notify the industry participant alleged to have breached the Code of the allegations that are being investigated. On 9 July 2026, the investigator gave Genesis Energy Limited such notice.

Under Regulation 17, at the same time as the investigator sends a notice under Regulation 16, the investigator must publicise the information about the matter under investigation, including the content of the notice given under that regulation. This notice publicises the information about the matter under investigation, and a copy of the notice given under Regulation 16 is attached.

Any participant that considers it is affected by the matter being investigated and that wishes to become a party to this investigation, should notify the investigator within 10 working days after the date on which this notice is published (by 5pm, 24 July 2026).

The investigator can be contacted, citing the reference **2512GENE1** in the subject line, by email at compliance@ea.govt.nz, or at:

Compliance Investigator
Electricity Authority - Te Mana Hiko

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