

4 August 2026

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Your request

Thank you for your request, received on 6 July 2026, under the Official Information Act 1982 (Act) for the following information:

“Please advise under the Official; Information Act why the EA Energy Authority survey this month only asks about the retail component of consumer bills.

And what study or studies, if any, has EA made since January 2020 of the 4% meter reading charge, which increases automatically every time an increase in the supply charge (electricity and gas) increases or (never happened during my lifetime) goes down?”

Our response

We understand that the survey you referred to in your request was our Consumer Access and Choice survey. The Consumer Access and Choice survey does not provide any commentary or questions on the retail component of consumers bills. This survey primarily seeks feedback on what it's like for people who have found it hard to get or keep electricity on at home. This will support the Electricity Authority Te Mana Hiko (Authority) current consultation to understand the challenges people face, the impact on them and their whānau, and what needs to improve. This consultation paper includes some content on barriers relating to smart meters: [Electricity Authority seeks feedback from consumers on access to electricity and choice of plans | Electricity Authority](#)

The Authority has sought other references to retail components of electricity bills in recent surveys we have issued and has not found any information. We do note, however, that generally any analysis that comments on a specific component of an electricity bill may be done to analyse whether that component in particular is driving changes to the electricity bill.

We do provide information on power prices to help consumers understand what their bill is made up of, and how it compares across the country. For more information on power prices, you may find our regional power prices dashboard useful: [Regional power prices | Electricity Authority](#).

Regarding your request for information on the referenced 4% metering charge, the underlying data used to compile the bill breakdown we highlighted earlier is sourced from data that retailers provide to the Authority. This can be found here: [Retail gross margin | Electricity Authority](#).

We confirm that the Authority has not undertaken any studies on metering charges since 2020, or otherwise. The Authority does set rules around meter installation standards and areas such as the accuracy and certification of meters but does not regulate how metering charges are calculated or priced.

As such, this part of your request is therefore refused under section 18(g) of the Act, as the Authority does not hold the information requested, nor believes it is held by another department or agency subject to the Act.

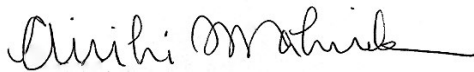
We consider your electricity retailer will be best place to provide further information about the metering charge you see on your electricity bill. Metering charges visible on your electricity bill are the result of a commercial arrangement between your electricity retailer and the relevant metering equipment provider as opposed to any regulations.

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,

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