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

Date	27 November 2026
Addressee	Meridian Energy Limited
Subject	On 28 April 2026, Meridian Energy Limited, trading as Powershop (Meridian) self-reported breaches of clauses 31(1)(e), 37(1), 37(3), 47(1)(a), 47(3), 47(4), 48(1) and 48(2) of Schedule 11A.1 of the Electricity Industry Participation Code (Code) connected with the disconnection of a medically dependent consumer for non-payment. The self-reported breaches concern obligations: • to use best endeavours to satisfy itself no medically dependent consumers are present before disconnecting a premises for non-payment • that restrict disconnection of premises where a medically dependent consumer is known to reside • to notify the Electricity Authority Te Mana Hiko (Authority) in the prescribed form as soon as it becomes aware of a disconnection of a medically dependent consumer • to request and record information related to medically dependent consumers • to request an application for medically dependent consumer status. On 3 July 2026 and 11 September 2026 Meridian self-reported additional breaches of clauses 38(1)(a), 39(b)(ii) and 41(a) of Schedule 11A.1 of the Code after identifying it did not comply with specified requirements before disconnecting a premises, did not reconnect post-pay premises as soon as

	possible following a medically dependent consumer disconnection and did not reconnect a premises as soon as reasonably possible after payment was made in full. On 11 November 2026 the Electricity Authority Te Mana Hiko (Authority) reported an alleged breach of clause 47(1)(c) of Schedule 11A.1 of the Code after identifying Meridian did not seek to identify whether a medically dependent consumer resided at the premises when communicating with a customer who may be experiencing payment difficulties.
Investigator	Investigator appointed under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations)

Notifying industry participant
Meridian Energy Limited

Notifying non-participant
Electricity Authority

Clauses allegedly breached
Clauses 31(1)(e), 37(1), 37(3), 38(1)(a), 39(b)(ii), 41(a), 47(1)(c), 47(3), 47(4), 48(1) and 48(2) of Schedule 11A.1 of the Code.

Circumstances of alleged breaches
On 9 April 2025, the customer signed up to Meridian and made it aware there was a medically dependent consumer residing at the premises.

Meridian has self-reported that it did not request and record information about the medically dependent consumer nor request an application from the medically dependent consumer.

In May 2025 a payment plan was requested by the customer and approved by Meridian which appears to have subsequently lapsed.

Between 26 November 2025, which is the date the disconnection process started, and the disconnection on 3 March 2026, Meridian sent several payment reminders and disconnection notices related to this disconnection noting the customer had not paid the account since 14 October 2025 and on 3 February left a voicemail asking the customer to call back.

At 11.10am on 3 March 2026, Meridian electrically disconnected the premises where a medically dependent consumer resided. The last prior communication with the customer was on 3 February 2026 when Meridian left a voicemail asking the customer to call back.

Between 4 and 12 March 2026, the customer communicated with Meridian to advise again of the medically dependent consumer, and to arrange reconnection of the premises. On 12 March

2026 the customer was informed there was a block on the account and reconnection would not occur until payment of the account was confirmed.
At 10.52am on 13 March 2026, the premises was reconnected. This meant the premises was without power for almost 10 full days.

Date and time of alleged breaches
For the alleged breach of clauses 37(1) from 11.10am on 3 March 2026 when the power was disconnected until 10.52am on 13 March 2026 when the power was reconnected.

For the alleged breach of clause 37(3) from 11.10am on 3 March 2026 when the power was disconnected until 4.19pm on 28 April 2026 when Meridian reported the disconnection to the Authority.

For the alleged breaches of 39(b)(ii) and 41(a) from after the disconnection on 3 March 2026 until 10.52am on 13 March 2026 when the power was reconnected.

For the alleged breaches of clauses 31(1)(e), 38(1)(a), 47(1)(c), 47(3), 47(4), 48(1) and 48(2), on various dates and times between the date the customer signed up to Meridian on 9 April 2025 and the date of reconnection on 13 March 2026.

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.

All information is stored and retained in accordance with our Privacy Policy and Information Security Policy, and in compliance with the Privacy Act 2020 and the Public Records Act 2005.

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

Investigation of alleged breach of the Electricity Industry Participation Code 2010 by Meridian Energy Limited, trading as Powershop (Meridian)

Investigation of alleged breach of the Electricity Industry Participation Code 2010 by Meridian Energy Limited, trading as Powershop (Meridian).

On 28 April 2026, Meridian Energy Limited, trading as Powershop (Meridian) self-reported breaches of clauses 31(1)(e), 37(1), 37(3), 47(3), 47(4), 48(1) and 48(2) of Schedule 11A.1 of the Electricity Industry Participation Code (Code) connected with the disconnection of a medically dependent consumer for non-payment. These alleged breaches are of the requirement to use best endeavours to verify no medically dependent consumers are present before disconnecting a premises for non-payment, restrictions on disconnecting premises where a medically dependent consumer may reside, requirements when a medically dependent consumer is disconnected, requirements to seek and record information relating to medically dependent consumers and to request an application for medically dependent status.

On 3 July 2026 and 11 September 2026 Meridian self-reported additional breaches, including breaches of clauses 38(1)(a), 39(b)(ii) and 41(a) of Schedule 11A.1 of the Code after identifying it did not comply with specified requirements before disconnecting a premises and did not reconnect post-pay premises and at no cost as soon as possible following a disconnection of a medically dependent consumer.

On 11 November 2026 the Electricity Authority Te Mana Hiko (Authority) reported an alleged breach of clause 47(1)(c) of Schedule 11A.1 of the Code after identifying Meridian did not reconnect the premises as soon as reasonably practicable when the customer paid the debt in full.

On 20 November 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 27 November 2026, the

investigator gave Meridian 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, 11 December 2026).

The investigator can be contacted, citing the reference **2605MERI2** in the subject line, by email at compliance@ea.govt.nz, or at:

Compliance Investigator
Electricity Authority - Te Mana Hiko
Level 7, AON Centre
1 Willis Street
PO Box 10041
Wellington 6011

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