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

Date	27 November 2026
Addressee	Nova Energy Limited
Subject	Medically dependent consumer disconnection
Investigator	Investigator appointed under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations)

Notifying industry participant
Nova Energy Limited self-repored breaches of clauses 31(1)(e), 37(1), and 39(b)(ii) of Part 11A Schedule 11A.1 of the Code.

The Authority also reported a breach by Nova of clause 37(3) of Part 11A Schedule 11A.1 of the Code after identifying that Nova did not notify the Authority in the prescribed form as soon as it became aware of a medically dependent consumer disconnection.

Clauses allegedly breached
Clauses 31(1)(e), 37(1), 37(3) and 39(b)(ii) of Part 11A Schedule 11A.1 of the Code.

Circumstances of alleged breaches
At 9.44am on 28 May 2026, Nova disconnected a property at which a medically dependent consumer was residing. The property was not reconnected until 5.05pm on the same day, which was not as soon as possible.

This appears to have been the result of a number of failings by Nova to correctly identify and record the customer's medical dependency; as well as a lack of controls to prevent the disconnection from occurring.

Nova did not formally notify the Authority of the disconnection until 2.36pm on 29 May 2026.

Date and time of alleged breaches

- For the alleged breaches of clauses 31(1)(e) and 37(1), at 9.44am on 28 May 2026.
- For the alleged breaches of clause 37(3) and 39(b)(ii), at 11.02am on 28 May 2026.

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.

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 Nova Energy Limited

On 29 May 2026, Nova Energy Limited (Nova) self-reported an alleged breach of clause 37(1) of Part 11A Schedule 11A.1 of the Electricity Industry Participation Code (Code) when it disconnected the premises of a medically dependent consumer on 28 May 2026.

Nova subsequently self-reported additional alleged breaches of clauses 31(1)(e) and 39(b)(ii) of Part 11A Schedule 11A.1 of the Code after identifying that it did not use its best endeavours to verify no medically dependent consumers were present before disconnecting for non-payment, and that it did not reconnect post-pay premises as soon as possible following a medically dependent consumer disconnection.

The Electricity Authority (Authority) also reported an alleged breach by Nova of clause 37(3) of Part 11A Schedule 11A.1 of the Code after identifying that Nova did not notify the Authority in the prescribed form as soon as it became aware of a medically dependent consumer disconnection.

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 Nova 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 **2605TODD1** 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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