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, (Meridian) self-reported alleged 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) following an electrical 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 11 September 2026, Meridian self-reported it also breached clause 38(1)(a) and, 39(b)(ii) of Schedule 11A.1 of the Code when it identified it had not comply with specified obligations before disconnecting the premises and did not reconnect a premises as soon as reasonably practicable after payment was made in full.

Investigator	Investigator appointed under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations)

Notifying industry participant
Meridian Energy Limited

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

Circumstances of alleged breaches
On 28 April 2026, Meridian self-reported it breached clauses 31(1)(e), 37(1), 37(3), 47(3), 47(4), 48(1) and 48(2) relating to the electrical disconnection of a premises where a medically dependent consumer resided on 4 February 2026.

Meridian had previously electrically disconnected the premises on 14 July 2025, reconnecting the premises on 15 July 2025 when the customer called about the disconnection. The customer advised there was a medically dependent consumer at the premises but had forgotten to let Meridian know.

Meridian has self-reported that it did not record the information provided on 15 July 2025 about the medically dependent consumer nor request an application from the medically dependent consumer.

At 11.36am on 4 February 2026, Meridian electrically disconnected premises where it knew a medically dependent consumer resided. Meridian reconnected the premises at 6.35pm on 5 February 2026 when the customer made their third call that day to Meridian about the disconnection.

On 3 July 2026 and 11 September 2026, Meridian self-reported breaches of clause 38(1)(a) and clause 39(b)(ii) in relation to the electrical disconnection of a premises on 4 February 2026.

Date and time of alleged breaches
For the alleged breach of clause 37(1), from approximately 11.36am on 4 February 2026 when the power was disconnected until approximately 6.35pm on 5 February 2026 when the power was reconnected.

For the alleged breach of clause 37(3) after the disconnection on 4 February 2026 until 28 April 2026 when Meridian reported the disconnections to the Authority.

For the alleged breach of clause 39(b)(ii) from approximately 11.36am on 4 February 2026 when the power was disconnected until approximately 6.35pm on 5 February 2026 when the power was reconnected and from also the time the customer was charged a reconnection fee.

For the alleged breaches of clauses31(1)(e) and 38(1)(a) for the period leading up to the disconnection on 4 February 2026.

For the alleged breaches of 47(3), 47(4), 48(1) and 48(2) from the time Meridian was informed that a medically dependent consumers resided at the premises on 15 July 2025 until the obligations were met.

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

On 28 April 2026, Meridian Energy Limited (Meridian) self-reported alleged 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) when it disconnected a medically dependent consumer for non-payment.

On 3 July and 11 September 2026, Meridian subsequently self-reported it also breached the following clauses:

- Clause38(1)(a) of Schedule 11A.1 of the Code when it failed to comply with relevant obligations of Part 7 of the Consumer Care Obligations in relation to that customer.
- Clause 39(b)(ii) of Schedule 11A.1 of the Code for the second disconnection when it did not reconnect the premises as soon as possible and at no cost when there was an application for medically dependent consumer status and had not yet decided the application.

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 **2605MERI3** 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

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.