

30 January 2024

s9(2)(a)

Thank you for your request, received on 18 December 2023, for the following information under the Official Information Act 1982 (the Act):

1. *“Each of the following, ideally by quarter, for as long as you have collected the data:*
 - a. *Number of customer enquiries about payment flexibility or payment deferral.*
 - b. *Customer invoices overdue by more than 30 days.*
 - c. *Number of customer accounts where invoice payment is more than 30 days overdue and the ICP supplied has not been scheduled for disconnection.*
 - d. *Total debt from customer accounts where invoice payment is more than 30 days overdue and the ICP supplied has not been scheduled for disconnection.*
 - e. *Disconnections of ICPs supplying customers (non-vacant ICPs).*
 - f. *Number of customer accounts sent disconnection warning notices.*
 - g. *Total debt from customer accounts where ICP disconnection is scheduled and has not yet been actioned.*
 - h. *Number of ICPs disconnected for non-payment for a period more than 24 hours.*
 - i. *Total number of ICPs disconnected for non-payment.*
 - j. *Total debt from customers disconnected for non-payment.*
 - k. *Number of customers on a deferred payment plan, with increased credit terms or with a revised payment due date (but not in arrears) as at reporting date.*
 - l. *Total customer debt written off during the period.*
 - m. *Number of customer accounts billed each month which are flagged as being medically dependent or vulnerable.*
 - n. *Number of instances of customers refused supply due to poor credit history*
 - o. *Number of customers refused supply due to poor credit history.*
2. *Each of the above, by retailer.*
3. *Through what mechanisms did you collect the data in (1)? Did retailers supply it voluntarily or are they obliged to provide it to the EA?”*

We have interpreted your request for data collected under the Retailer Financial Stress (RFS) notice (see [clause 2.16 notice](#)) as the wording of your request is closely related to the wording of the RFS notice.

Requests 1 and 2

Most of the data you have requested will be published soon on the EMI [website](#). In the table below you can see what we are and are not intending on publishing.

Your request	Publishing monthly	Publishing by retailer
a. <i>Number of customer enquiries about payment flexibility or payment deferral.</i>	Yes	No
b. <i>Customer invoices overdue by more than 30 days.</i>	The information we hold for this heading under the Retail Financial Stress notice are captured under c. and d.	
c. <i>Number of customer accounts where invoice payment is more than 30 days overdue and the ICP supplied has not been scheduled for disconnection.</i>	Yes	No
d. <i>Total debt from customer accounts where invoice payment is more than 30 days overdue and the ICP supplied has not been scheduled for disconnection.</i>	Yes	No
e. <i>Disconnections of ICPs supplying customers (non-vacant ICPs).</i>	The information we hold for this heading under the Retail Financial Stress notice are captured under f – h (noting that we only hold this data for invoiced accounts, which excludes prepay customers).	
f. <i>Number of customer accounts sent disconnection warning notices.</i>	Yes	Yes
g. <i>Total debt from customer accounts where ICP disconnection is scheduled and has not yet been actioned</i>	Yes	No
h. <i>Number of ICPs disconnected for non-payment for a period more than 24 hours.</i>	Yes	Yes
i. <i>Total number of ICPs disconnected for non-payment.</i>	No. At present, the Authority only actively collects disconnection data through the Retail Financial Stress notice. This notice only requests data for those disconnected for a period more than 24 hours (see h above). Also, as stated above in e., the data collected only applies to invoiced accounts and excludes prepay customers.	
j. <i>Total debt from customers disconnected for non-payment.</i>	Yes	Yes
k. <i>Number of customers on a deferred payment plan, with increased credit terms or with a revised payment due date (but not in arrears) as at reporting date.</i>	Yes	No
l. <i>Total customer debt written off during the period.</i>	Yes	No
m. <i>Number of customer accounts billed each month which are flagged as being medically dependent or vulnerable.</i>	Yes	No
n. <i>Number of instances of customers refused supply due to poor credit history</i>	We do not hold or collect this information.	
o. <i>Number of customers refused supply due to poor credit history.</i>	We do not hold or collect this information.	

Request 1 a, b, c, d, e, f, g, h, i, j, k, l, and m

As shown above, the Authority intends to publish request 1 a, c, d, f, g, h, j, k, l, m on the EMI website soon. Therefore, this part of your request is declined under section 18(d) of the Act as the “information requested is or will soon be publicly available”.

Request 1 b and e are headings from the RFS notice. The information required under these headings will be made publicly available soon and therefore this part of your request is also declined under section 18(d) of the Act.

Request 1 i, n and o

The Authority does not hold or collect information under request 1 n and o. Therefore this part of your request is declined under section 18(e) of the Act as the “document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found”.

We are unable to respond to request 'i' as we only hold data related to disconnections made to invoiced accounts for a period of more than 24 hours (request h). We do not hold data for disconnections made for a period of less than 24 hours. This was previously requested under the [section 46 information request](#) (known as the Covid-19 notice), which was discontinued at the end of September 2022 with the commencement of the RFS notice.

Request 2

Please note that the Authority intends to publish only the data broken down by retailer relating to request 1 f, h, and j. Data relating to your requests for 1 a, c, d, g, k, l and m will not be broken down by retailer when published. Unfortunately, for this part of your request, it will not be possible to meet the time limit of 20 working days after the request was received.

We are therefore notifying you of an extension of the time to make our decision, to 6 March 2024. This extension is necessary because the consultations this part of your request requires are such that a proper response cannot reasonably be made within the original time limit.

Request 3


The Authority collects this information from retailers, who are obliged to provide monthly information under the RFS notice since October 2022.

Your right to complain to the Ombudsman

You have the right to seek an investigation and review by the Ombudsman of the decisions in this letter. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please feel free to contact us by emailing oiia@ea.govt.nz if you have any questions or wish to discuss any aspect of your request.

Nāku noa, nā,



Airihī Mahuika
GM Legal, Monitoring and Compliance