

6 March 2025

s9(2)(a)

By email: s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your request, received on 1 February 2025, under the Official Information Act 1982 (Act) for the following information:

1. *"What is the timeframe for outcomes of your retail data consultation, specifically:*
  - *When will the EA announce a decision about changes to the retail data companies need to supply to EA?*
  - *When will the newly mandated data become public?*
  - *If not all the data will become public at once, when will new data about disconnections for non-payment (including prepay disconnections) become public?*
2. *Please can you supply all data on prepay disconnections during 2023 or 2024 that the EA has gathered for monitoring or any other purposes in the interim before the above changes come into force. I am particularly interested in data from Globug, Wise Prepay, Contact and any other prepay providers about total number of prepay discos, prepay discos lasting more than 12 hours, or total number of customers affected by prepay discos. However I am requesting any data you hold about prepay disconnections during 2023 and 2024.*
3. *Any analysis that the EA has done (including any briefings or papers that have gone to senior leaders) regarding the prepay disconnection data I refer to in (2) above."*

## **Request 1**

The Electricity Authority Te Mana Hiko (Authority) intends to make information about our proposed new clause 2.16 information gathering request on retail data available shortly. We are currently working towards the publication of a final decision paper. When the Authority consulted in October 2024, we indicated a 5-6-month implementation timeframe. We will provide details on the expected implementation period along with the final notice. This part of your request is therefore declined under section 18(d) of the Act as the information is or will soon be publicly available. In relation to the second and third bullets in your request we plan to publish some key metrics shortly after ingestion but what they will be is yet to be decided. We accordingly decline this part of your request under section 18(g) of the Act.

## Requests 2

All data on prepay connections that the Authority holds is publicly available. It has either been provided to you in previous requests under the Act or is publicly available here: [Electricity Authority - EMI \(market statistics and tools\)](#). This part of your request is therefore declined under section 18(d) of the Act as the information is publicly available.

## Request 3

The Authority's recent focus has been mandating the Consumer Care Obligations which includes protection for prepay consumers. Given this priority, the Authority has not done any additional analysis on prepay data. This part of your request is therefore declined under section 18(g)(i) of the Act as some of the information requested is not held by the Authority and the Authority has no grounds for believing that the information is held by another department (for itself and for a departmental agency hosted by it or an interdepartmental executive board serviced by it) or interdepartmental venture or Minister of the Crown or organisation, or by a local authority.

I understand that you are having further discussions with my Senior Leadership Team colleagues about areas of shared interest, including the forthcoming retail market monitoring decision.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact us by emailing [oiia@ea.govt.nz](mailto:oiia@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**