

3 June 2025

s9(2)(a)

By email: s9(2)(a)

Tēnā koe s9(2)

Your request

Thank you for your request, received on 7 May 2025, under the Official Information Act 1982 (Act) for the following information:

What advice, if any, has the EA given to the Minister of Social Development within the past year and this year about the projected impact of 1 April 2025 transmission and lines price rises on beneficiaries and requests for hardship assistance?

Our response

The Electricity Authority (Authority) has not provided any advice to the Minister for Social Development and Employment within the past year about the projected impact of transmission and lines price rises on beneficiaries and requests for hardship assistance. As such, we are refusing this request under section 18(e) of the Act, as the documents alleged to contain the information requested do not exist or cannot be found.

However, it is important to note that affordability is important to us as New Zealand's electricity regulator. We are working across the government to ensure power remains affordable for all consumers and have planned engagements with the Ministry of Social Development (MSD) to discuss these issues. On Wednesday 21 May, we hosted a wānanga with representatives from the electricity industry, government agencies, and consumer advocacy groups to discuss consumer affordability – now and in the future. This included representatives from MSD.

Additionally, the Authority recently released the Consumer Care Obligations. In effect from this year, the Consumer Care Obligations are rules that power companies must follow to help consumers stay connected and pay their power bills. For more information about these obligations and for information about what to do if you're struggling to pay your bills, visit our website here: www.ea.govt.nz/your-power/consumer-care-obligations/

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 or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact us by emailing oia@ea.govt.nz.

Nāku noa, nā,



Airihī Mahuika

GM Legal, Monitoring and Compliance