

**ELECTRICITY  
AUTHORITY**  
TE MANA HIKO



# QUARTERLY UPDATE

Electricity Authority Te Mana Hiko

# Nau mai, haere mai Welcome

PLEASE NOTE : For today's session

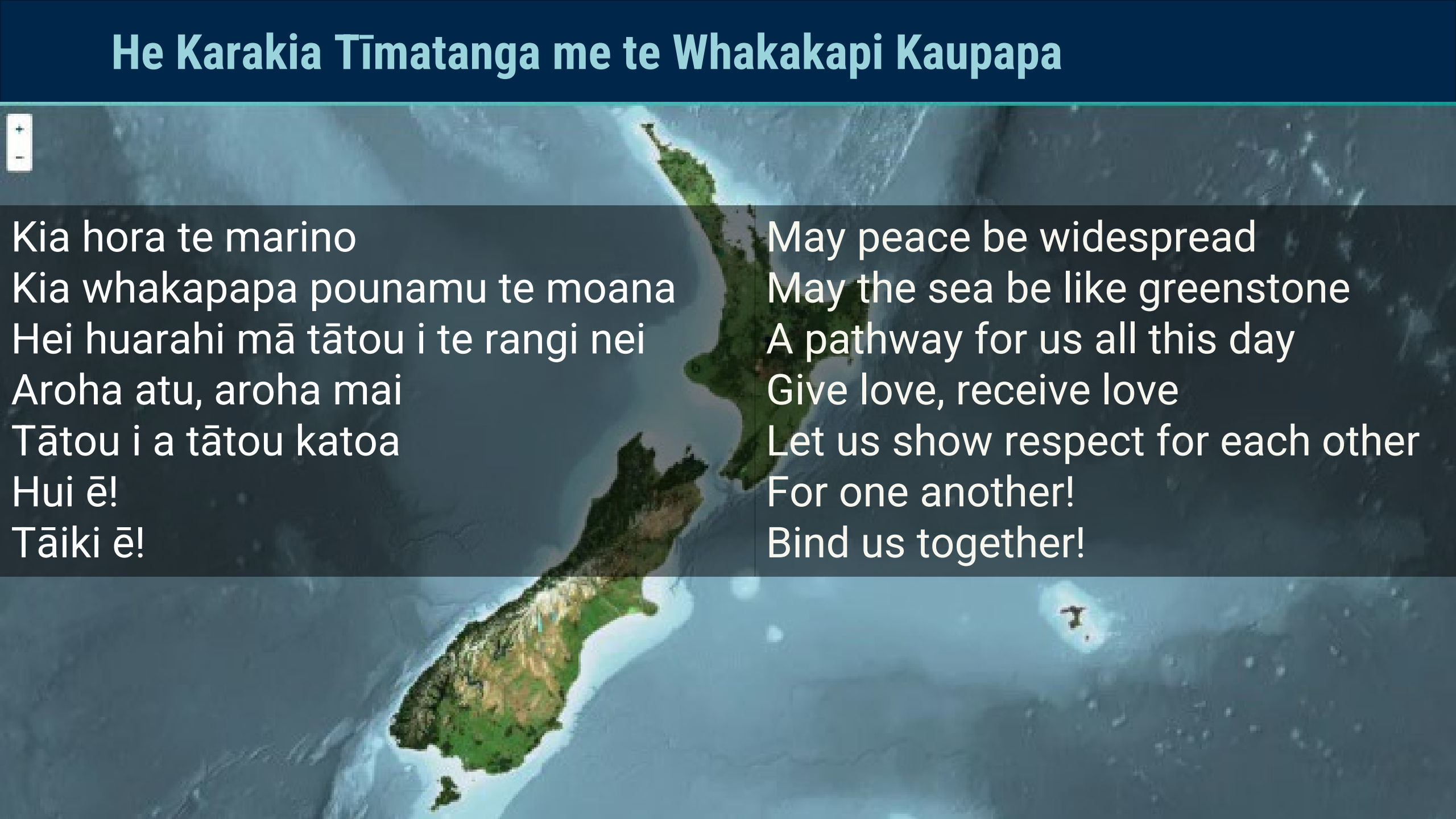
- The session will be recorded, and the slides published on our website.

Nau mai, haere mai  
Welcome



Our MC today  
Carl Billington  
Principal Advisor, Engagement

# He Karakia Tīmatanga me te Whakakapi Kaupapa

A satellite map of New Zealand, showing the North and South Islands. The map is oriented vertically, with the North Island at the top and the South Island at the bottom. The land is green, and the surrounding water is blue. A small white box with a plus and minus sign is in the top left corner.

Kia hora te marino  
Kia whakapapa pounamu te moana  
Hei huarahi mā tātou i te rangi nei  
Aroha atu, aroha mai  
Tātou i a tātou katoa  
Hui ē!  
Tāiki ē!

May peace be widespread  
May the sea be like greenstone  
A pathway for us all this day  
Give love, receive love  
Let us show respect for each other  
For one another!  
Bind us together!

# What we'll cover today

## Agenda

### **Update from our Chief Executive**

– Sarah Gillies

### **Energy Competition Task Force**

– Iona Mylek

### **Digitalisation consultation**

- Larissa Lutchman

### **Consumer Care Obligations**


– Ben Tuifao-Jenkinson

# Update from the Chief Executive




**Sarah Gillies**



The background of the image is a close-up, slightly blurred view of several solar panels. The panels are dark blue or black with a grid of thin, lighter-colored lines representing the photovoltaic cells. The perspective is from a low angle, looking across the panels towards the horizon.

Secure and resilient, efficient and affordable  
energy system

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A warm, intimate scene of a family reading a book together. A man with a beard is leaning over a young boy and a young girl, who are both looking at an open book. The boy is resting his head on his hand. A small dog is lying on the bed in the foreground. The scene is lit with soft, warm light, creating a cozy atmosphere.

Our energy system exists  
to serve consumers



# Energy Competition Task Force Update



**Iona Mylek**  
**Programme Director**

# Energy Competition Task Force

- Established to investigate ways to **improve the performance of the electricity market**, in response to the fuel shortage and period of sustained high wholesale prices in August 2024
- **Eight initiatives** focused on short- to medium-term actions to:
  - enable **new generators and independent retailers** to enter and better compete in the market
  - provide **more options for consumers**

# Energy Competition Task Force

## Recent announcements

- **Code changes** to give consumers more choice by requiring:
  - **Distributors to offer a rebate** to consumers supplying power back to the grid at peak times
  - **Retailers to offer time-of-use pricing plans** for electricity consumption and supply
- Consultation on introducing an **Emergency Reserve Scheme** by winter 2026 to support security of supply (*currently open*)
- Plans to mandate **non-discrimination obligations** for the four large gentailers, with Code consultation in October
- Consultation on strengthening trade in the **standardised super-peak hedge contract**, with options for regulation if trading does not improve (*currently open*)

# Digitalisation consultation update



**Larissa Lutchman**  
**Digitalisation Lead**

[digitalisation@ea.govt.nz](mailto:digitalisation@ea.govt.nz)



## Themes from 'Our future is digital' consultation

- We received 27 submissions on the 'Our future is digital' discussion paper, which explored ideas on how the electricity system could become **more data-driven and technology-enabled**
- Most submissions received were supportive of the Authority's digitalisation agenda and foundational principles. Submitters noted:
  - a lack of accessibility, standardisation, sector alignment and existing complexity as key challenges to digitalising the system
  - Consumer empowerment, system efficiency, resilience and innovation as the key opportunities.

## Next steps: targeted engagement, system map development

- Using the feedback received in submissions, we are building a “system map” showing a whole-of-system view of what needs to be done (and what is already happening) to deliver a more digitalised electricity system
- In early/mid September we will be looking to test our thinking through targeted engagements/workshops in Auckland, Wellington, Christchurch and online
- We will publish this system map on our website during Q4. It will indicate our expectations of what **we intend to deliver** and the relevant initiatives we expect the industry or other government agencies to lead and deliver (which **we will support**).

**digitalisation@ea.govt.nz**

# Consumer Care Obligations update



**Ben Tuifao-Jenkinson**

**Compliance Advisor, Consumer Compliance and  
Projects**



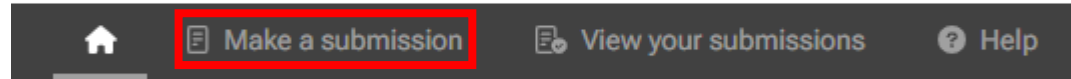
# Compliance reports

## Retailer compliance reports due soon

Required under clause 11A.4 of the Code if you:

- are a retailer
- sold electricity to residential consumers between 1 January and 30 June 2025.

Use the Information Provision platform ('InfoProv') to submit your report.



Home

All retailers should have received a link to the prescribed form. If you don't sell electricity to residential consumers, you can declare this without having to submit a report.

**Reports are due by 30 September 2025.**

If you have any questions or issues, please email us at [consumercare@ea.govt.nz](mailto:consumercare@ea.govt.nz).

# Medically dependent consumers

## Disconnections

## A reminder of retailers' Code obligations

### Clause 37(1) of Schedule 11A.1

- Retailers must not electrically disconnect a post-pay customer's premises if the retailer knows a medically dependent consumer may be permanently or temporarily residing there.

Retailers must not recommend prepay plans to medically dependent consumers.

### Clause 37(3) of Schedule 11A.1

- If a retailer fails to comply with clause 37(1), it must notify the Authority (via InfoProv) as soon it becomes aware of the electrical disconnection.

### Clause 39 of Schedule 11A.1

- A retailer must reconnect post-pay customer premises as soon as possible and at no cost if the disconnection:
  - was inadvertent; or
  - affected any recorded medically dependent consumer or person who has applied for medically dependent consumer status.

# Medically dependent consumers

## Confirmation of status

### Recording medically dependent consumer status

Retailers do not need to have received a valid *confirmation of status form* to record medically dependent consumer status. But they **must** record the consumer as medically dependent if they do.

#### Health practitioners are responsible for certifying medical dependence

- The form provides for independent health practitioner certification of a person as medically dependent on mains electricity.
- Retailers rely on the clinical judgment of health practitioners to decide whether a person meets the definition of medical dependent consumer.

#### Health practitioner's certification

##### I certify that:

**is or remains a medically dependent consumer** on the basis that they depend on mains electricity for critical medical support, such that loss of electricity may result in loss of life or serious harm.

**Note** that this includes a residential consumer who depends on:

- a) critical electrical medical equipment (CEME); or
- b) other electrical equipment to support a medical treatment regime (which may include the use of a microwave to heat fluids for renal dialysis and similar use of electrical equipment).

# Support agencies

## Working with support agencies and health practitioners

The Consumer Care Obligations require retailers to engage with support agencies and health practitioners at different points. Retailers must:

- have processes in place to refer customers to a support agency(ies) within five business days of the customer giving their consent
- use reasonable endeavours to work with any support agencies and health practitioners they liaise with in a cooperative, constructive and timely manner.

### Examples of support agencies

Ministry of Social Development – Work and Income

Financial mentoring and budgeting/debt support services

Energy advice services

Other community organisations and social service providers



**consumercare@ea.govt.nz**

# He Karakia Whakakapi

Kia whakairia te tapu

*Restrictions are moved aside*

Kia wātea ai te ara

*So the pathways is clear*

Kia turuki whakataha ai

*To return to everyday activities*

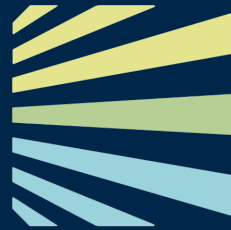
Kia turuki whakataha ai

*Forward together!*

Haumi e. Hui e. Tāiki e!

*Strong together!*

**ELECTRICITY  
AUTHORITY**  
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**Ngā mihi  
Thank you**

Join us for the next  
Quarterly Update in 2025

Contact us: [info@ea.govt.nz](mailto:info@ea.govt.nz)