



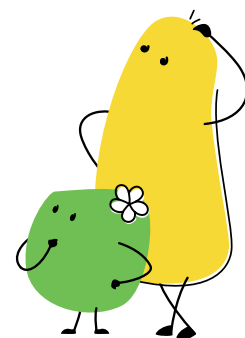
Monitoring the Consumer Care Obligations of electricity retailers

In 2025 the Electricity Authority Te Mana Hiko (Authority) mandated the [Consumer Care Obligations](#), a set of rules that electricity retailers (retailers) must follow so all residential consumers receive a consistent standard of service and support.

This document outlines our priority areas for monitoring whether retailers are meeting their obligations.

Key outcomes

The following outcomes inform the Authority's priority areas and where we will focus our limited resources:



Outcome 1	Residential consumers receive care and respect in every interaction with their retailer
Outcome 2	Customers receive a consistent minimum level of care from their retailer, ensuring equitable treatment across the electricity sector
Outcome 3	Customers are on the most suitable plan for their circumstance
Outcome 4	Customers experiencing payment difficulties are connected and supported , with retailers only using electrical disconnection as a last resort measure
Outcome 5	Medically dependent consumers are not electrically disconnected



Our approach

Retailers must comply with all of the Consumer Care Obligations. Our compliance monitoring will prioritise those obligations that pose a higher risk of serious consumer harm from non-compliance by retailers. We will identify and address patterns and trends of non-compliance by retailers and assess the impact on consumers.

If we consider that retailers have not met their obligations we may educate some or all retailers to help raise their standards of compliance.

We also have discretion to take compliance action, such as issuing a formal warning to a retailer. In serious cases we may take enforcement action, such as referring the retailer to the Rulings Panel.

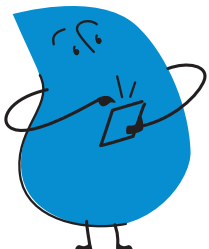
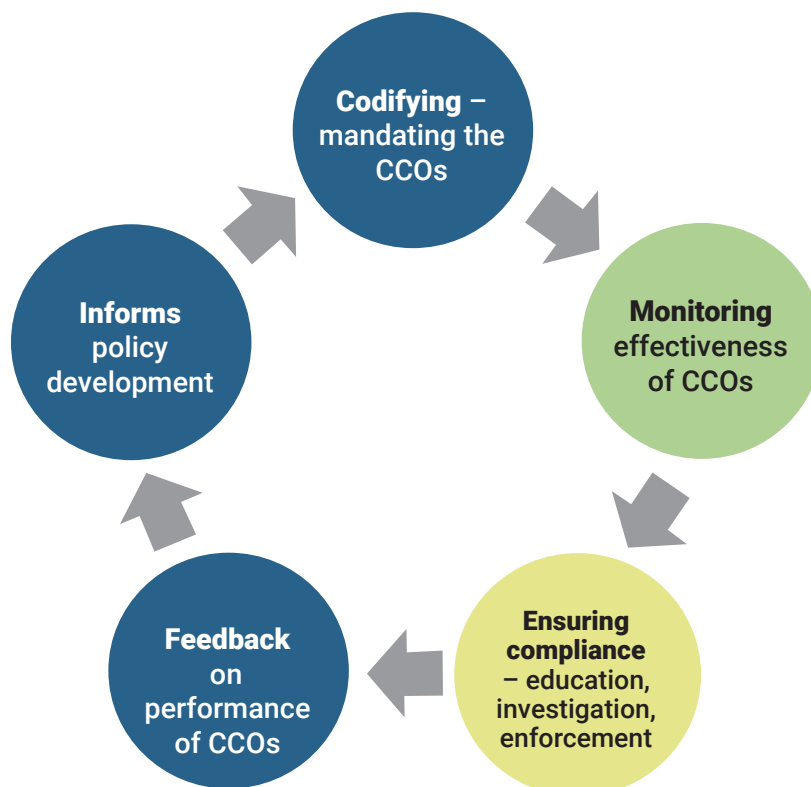
Our approach to compliance monitoring is based on the Authority's [Compliance Strategy](#).

Monitoring the effectiveness of the Consumer Care Obligations

We will do this by:

- gathering insights from existing data sources (eg, customer complaints)
- gathering feedback from retailers and distributors (eg, annual compliance reporting)
- gathering feedback from consumers, advocates and stakeholders (eg, surveys).

The following diagram shows how our compliance monitoring activities aim to improve the effectiveness of the Consumer Care Obligations:



Enduring high priority monitoring areas

The Authority has identified the following areas as posing a higher risk to consumers that require ongoing monitoring:

Our monitoring priorities	What is required
Medically dependent consumers	Retailers must not electrically disconnect customers they know to be medically dependent
Disconnections	Retailers must help customers to stay connected and manage their power bills
Fees	Retailer's fees and charges must be reasonable, including prepay plans

Specific priorities for 2026 – 2027

Our specific priorities that we intend to focus on for 2026 – 2027 are as follows*:

2026 priorities	What we will focus on
Fees	Monitor that fees are reasonable
Medically dependent consumers	Monitor any retailer-initiated disconnections of medically dependent consumers Monitor retailers that are using the protocol (EIEP4A) for sharing information about medically dependent consumers
Consumer Care policies	Monitor that retailers have compliant Consumer Care policies
Consumer Care Obligations	Review the effectiveness of any Authority initiatives (eg, education programmes) aimed at retailers who do not know that the Consumer Care Obligations apply to them

2027 priorities	What we will focus on
Fees	Monitor that retailers are advising relevant post-pay customers of alternative pricing plans Monitor that customers are aware of their retailer's fee amounts
Consumer Care policies	Monitor that retailers have reviewed their Consumer Care policies within two years
Disconnections	Monitor that retailers are referring post-pay customers who are in payment difficulty or have been disconnected to the relevant support agencies

*The Authority may change the timing and focus of these priorities depending on information and data received.