

# **2025 Consumer Care Obligations Annual Compliance Report**

9 February 2026

## Executive summary

This report provides an overview of retailers' compliance with the [Consumer Care Obligations](#) (Obligations) based on the self-assessed compliance reports submitted to the Electricity Authority Te Mana Hiko (Authority) by retailers on or before 30 September 2025.

The Obligations are mandatory rules that all retailers must follow to help consumers stay connected and manage their power bills. They came into full effect on 1 April 2025 following the implementation of two key protections on 1 January 2025.

### Annual compliance reporting requirements

Retailers who sell electricity to residential consumers are required to provide reports on their compliance with the Obligations by 30 September of each year, for the period 1 July to 30 June. This reporting requirement ensures the Authority has visibility of the level of compliance by retailers so that it can take enforcement steps as appropriate. It allows us to assess trends to inform our future monitoring and ongoing education programme, as well as identify and address any policy gaps.

The first annual compliance report covers a partial year, with the majority of the Obligations coming into force on 1 April 2025. Despite the shorter reporting period, the Authority has been able to gain valuable insights that will inform our ongoing engagement with the industry and consumers. These insights will also help shape our enforcement approach.

While this report focuses only on findings from the first annual compliance reporting period, we will provide more comprehensive reporting on the Obligations in the future, which will include alleged breaches reported to us through other mechanisms.

### Summary of findings

#### Levels of compliance

51 retailers (including additional brands) submitted a compliance report. Of these, 18 (35%) self-assessed full compliance with all applicable clauses under the Obligations, with the remaining retailers assessing as mostly compliant. The number of submitters is close to the 48 retailers who submitted alignment statements under the previous voluntary Consumer Care Guidelines (Guidelines).

Overall, there was a high rate of compliance by the large gentailers (78% of the market), with all but one assessing themselves as compliant in the most part.

Compliance varied across the medium retailers (21% of the market) and small retailers (1% of the market), ranging from zero to 17 self-assessed non-compliances.<sup>1</sup>

#### Common reasons for non-compliance

The reports identified that:

- the most common reason given for non-compliance was gaps in processes which were identified as part of the compliance report submission process

---

<sup>1</sup> Market share percentages are for residential ICPs as at 30 June 2025.

- many non-compliances identified by retailers were reported as having already been addressed.

These reasons indicate that some non-compliance was related to retailers still preparing for the implementation of the Obligations. The Authority would expect to see a reduction in non-compliance in next year's annual compliance reports as a result of tightened processes by retailers.

The Authority carried out a wide range of engagement activities across numerous channels to ensure retailers were aware of their new reporting obligations. Retailers who indicated a lack of awareness as a reason for non-compliance were among the smallest retailers, which provides an opportunity for us to carry out targeted education with these retailers.

### **Non-compliance in high priority areas**

In accordance with its compliance approach, the Authority has identified priority areas for its approach to reported breaches based on the risk of harm to consumers. The priority areas concern disconnections, medically dependent consumers and unreasonable fees (Parts 7 to 9 of the Obligations)

The reported non-compliance in these areas ranged from failure to share information about medically dependent consumers (the most common non-compliance) to two instances where medically dependent consumers were disconnected (in relation to which enforcement steps have been taken). Many of the process issues identified have been reported as resolved.

This information on high priority non-compliance will inform potential enforcement actions undertaken in accordance with our [enforcement and prosecution policy](#). It will also shape our education and monitoring work.

For breaches in lower priority areas, the Authority's focus will be on education and monitoring for repeated non-compliance, as outlined in our [compliance strategy](#).

### **Identifying who is required to submit a report**

The Authority identified 157 participants as potentially being required to submit a compliance report, based on participants registered as retailers on the Participant register.

76 participants were considered as not required to submit because they either do not sell electricity to residential consumers or are not retailers (based on self-assessment or other available information).

30 potential submitters did not submit a report, noting these participants represent 95 residential installation control points (ICPs), or around 0.005% of all residential ICPs in New Zealand. The Authority is undertaking further work to verify which of these participants should have made a submission.

# Contents

|   |           |
|---|-----------|
| <b>Executive summary</b>                                    | <b>2</b>  |
| Annual compliance reporting requirements                    | 2         |
| Summary of findings   | 2         |
| Levels of compliance  | 2         |
| Common reasons for non-compliance                           | 2         |
| Non-compliance in high priority areas                       | 3         |
| Identifying who is required to submit a report              | 3         |
| <b>1. Purpose</b>   | <b>6</b>  |
| <b>2. Background</b>  | <b>6</b>  |
| What retailers are required to report on                    | 6         |
| Education and engagement                                    | 7         |
| Retail market monitoring notice                             | 7         |
| <b>3. Our compliance approach</b>                           | <b>7</b>  |
| <b>4. Understanding this report</b>                         | <b>8</b>  |
| Compliance reports are self-assessed                        | 8         |
| Not all retailers need to submit a compliance report        | 8         |
| Fact checking   | 8         |
| Year-by-year comparison                                     | 9         |
| Levels of compliance  | 9         |
| Retailer sizing   | 9         |
| About ICPs  | 9         |
| <b>5. Findings</b>  | <b>10</b> |
| Overall response rate                                       | 10        |
| Key insights  | 11        |
| Overall trends  | 11        |
| Large retailers   | 11        |
| Medium retailers  | 12        |
| Small retailers   | 12        |
| Reported non-compliances for Parts 7 to 9                   | 13        |
| Additional insights   | 13        |
| <b>6. Next steps</b>  | <b>13</b> |
| <b>7. Closing statement</b>                                 | <b>14</b> |
| <b>8. Attachments</b>                                       | <b>14</b> |
| <b>Appendix A 2025 compliance report submitters</b>         | <b>15</b> |
| <b>Appendix B Self-assessed retailer compliance by Part</b> | <b>17</b> |
| Notes   | 19        |

|                   |   |           |
|-------------------|---|-----------|
| <b>Appendix C</b> | <b>Self-assessed non-compliances by retailer</b>                                | <b>20</b> |
| <b>Appendix D</b> | <b>Non-compliances and remedial actions for large and medium retailers</b>      | <b>22</b> |
| <b>Appendix E</b> | <b>Prescribed form for 2025 compliance report (for reference purposes only)</b> | <b>29</b> |

## 1. Purpose

- 1.1. This report summarises the findings from electricity retailers' self-assessed compliance report submissions for the 1 January 2025 to 30 June 2025 reporting period.
- 1.2. It is intended to provide an initial overview of retailers' compliance with the Obligations, based on self-assessments undertaken by retailers.

## 2. Background

- 2.1. The Obligations set minimum mandatory consumer care standards for all retailers selling electricity to residential consumers, to ensure a consistent and supportive level of service.
- 2.2. They were introduced under Part 11A and Schedule 11A.1 of the Electricity Industry Participation Code 2010 (Code) and took full effect on 1 April 2025, following the implementation of two key protections on 1 January 2025. Previously, retailers aligned with the Guidelines on a voluntary basis.
- 2.3. The compliance report requirement is an important mechanism for identifying and understanding levels of compliance, informing the Authority's compliance and monitoring approach. Year on year, this information will also reveal trends; informing the Authority's ongoing education, engagement and policy work.

### What retailers are required to report on

- 2.4. Each retailer who sells electricity to residential consumers in a year beginning 1 July must submit a compliance report to the Authority by 30 September of that year (clause 11A.4 of Part 11A of the Code).
- 2.5. The first compliance report was for a partial reporting year, covering compliance with:
  - (a) clauses 37 and 68 of the Obligations for the period 1 January to 30 June 2025
  - (b) all remaining clauses of the Obligations for the period 1 April to 30 June 2025.
- 2.6. Compliance reports were required in the prescribed form (currently a submission via the Authority's Information Provision platform) and must include:
  - (a) all versions of the retailer's consumer care policy which were in force at any time during the reporting year
  - (b) a statement as to whether or not the retailer complied with all requirements in the Obligations during that year
  - (c) a summary of any instances of non-compliance identified by the retailer and any remedial action taken
  - (d) any other information required by the Authority (as set out in the prescribed form). For example, evidence of compliance with the relevant clauses.
- 2.7. Each compliance report must be accompanied by a certification signed and dated by the retailer's director or chief executive officer (or equivalent) to confirm the information is complete and accurate.
- 2.8. Under clause 11A.4(7) of the Code, the Authority is permitted to publish any information submitted to it in a compliance report.

## Education and engagement

- 2.9. The Authority used a number of channels to inform potential in-scope retailers of the Obligations and provide advice, and then reminders, on the requirement to submit a compliance report.
- 2.10. Education and engagement activities have included consumer-facing website content, industry webinars (December 2024 and March 2025), the publication of retailer guidance (March 2025) and consumer factsheets (June 2025).
- 2.11. The Authority also published news articles (featured in its weekly newsletter), including announcements on the implementation of the Obligations (January–April 2025) and other articles (June 2025–present).
- 2.12. In addition, the Obligations have featured in the Authority’s quarterly update webinars throughout 2025.
- 2.13. Specific compliance report reminders were published between May and June 2025, alongside system-generated reminder emails to each of the retailers.

## Retail market monitoring notice

- 2.14. The Authority has also received a wide range of information from retailers under the [Retail market monitoring notice](#), including on consumer outcomes that are intended to be achieved under the Obligations. The Authority is publishing some of this information in dashboards and other formats. This information will complement our reporting on compliance with the Obligations.

## 3. Our compliance approach

- 3.1. The Authority has a range of options for encouraging and enabling compliance and for responding to non-compliance. Compliance tools can range from educating and assisting a participant to comply where the risk presented is minor, to laying a complaint about a participant with the Rulings Panel for serious non-compliance.
- 3.2. The Authority’s overarching approach to compliance is set out in its [compliance strategy](#). Underpinned by the ‘Voluntary, Assisted, Directed, Enforced’ (VADE) operating model, it focuses on levels of risk, consequences, compliance history, behaviour, and capability of participants.
- 3.3. We have identified Parts 7 to 9 of the Obligations as high priority areas for reported breaches of the Obligations<sup>2</sup> as they include obligations with high potential for harm if not complied with – particularly around disconnections of medically dependent consumers. These are areas where compliance efforts can deliver the greatest impact.
- 3.4. The Authority’s consideration of the information provided in the annual compliance reports is informed by this compliance approach.

---

<sup>2</sup> These priorities align with the high priorities identified in our [Consumer Care Obligations compliance monitoring framework](#).

## 4. Understanding this report

### Compliance reports are self-assessed

- 4.1. The results presented in this report are based on a self-assessment process. Each retailer was asked to state their compliance with each clause of the Obligations, with evidence sought in relation to some clauses.
- 4.2. The Authority acknowledges that self-reporting is subjective, and variations can emerge where retailers have different interpretations of clauses. As such, self-reporting biases may be present.
- 4.3. We have carried out our own compliance checks against evidence provided in each submission to ensure the self-reporting is complete and accurate.

### Not all retailers need to submit a compliance report

- 4.4. There are two scenarios where a retailer may not be required to submit a compliance report:
  - (a) During the reporting period, the retailer did not sell electricity to residential consumers (or had no customers at all).
  - (b) The participant is not a retailer (or a participant at all), despite being registered as such.
- 4.5. Not all participants listed in the Participant register as electricity retailers supply residential consumers. To address this:
  - (a) We retained the process introduced in the 2023/24 alignment review allowing retailers to declare this. Retailers answering 'No' to supplying residential consumers could submit a declaration instead of a full compliance report (though certification is still required).
  - (b) Retailers answering 'No' to supplying residential consumers are treated as 'non-residential declarations' and, subject to verification, are considered as not being required to submit a compliance report.
  - (c) We verify these declarations using Electricity registry<sup>3</sup> data where possible. For retailers without participant identifiers<sup>4</sup>, we accept declarations at face value but may seek further information.
  - (d) Where participants advised they are not retailers as defined under the Electricity Industry Act 2010, we have taken reasonable steps to confirm this and continue working with some to determine their status.

### Fact checking

- 4.6. Prior to publication, the Authority provided the opportunity for all retailers mentioned in this report to confirm that their responses have been accurately reflected.

---

<sup>3</sup> The Electricity registry is a national database of every ICP in New Zealand.

<sup>4</sup> Retailers who do not purchase electricity from the wholesale market do not require a participant identifier and therefore do not typically appear in the registry.



## Year-by-year comparison

- 4.7. With the exception of the number of submissions, we have not attempted to draw comparisons with previous years due to differing requirements between the Guidelines and Obligations. However, our intention is to directly compare the submissions received under the Obligations each year going forward (starting with a comparison between 2026 submissions and those outlined in this report).

## Levels of compliance

- 4.8. The categories used to indicate compliance are as follows:
- (a) **Fully compliant:** the retailer has self-assessed as being compliant with **all clauses** within that particular Part of the Obligations.
  - (b) **Partially compliant:** the retailer has self-assessed as being compliant with only **some clauses** within that particular Part of the Obligations.
  - (c) **Non-compliant:** the retailer has self-assessed as being compliant with **none of the clauses** within that particular Part of the Obligations.
  - (d) **Not required to submit:** this status is based on the participant's own declaration, and/or other information available as explained above.
- 4.9. It is important to note that:
- (a) the Authority will follow up on any self-reported non-compliances to determine whether a Code breach has potentially occurred
  - (b) there may be areas of non-compliance present which a retailer has not identified.

## Retailer sizing

- 4.10. Submissions are divided into three size categories based on the number of residential ICPs held by each retail brand as at 30 June 2025:
- (a) **Large:** retailers or brands with 100,000 or more residential ICPs.
  - (b) **Medium:** retailers or brands with 10,000 to 99,999 residential ICPs.
  - (c) **Small:** retailers or brands with less than 10,000 residential ICPs<sup>5</sup>.

## About ICPs

- 4.11. An ICP is a point of electrical connection. Most homes and businesses have an ICP number that uniquely identifies their power supply.
- 4.12. It is important to note, however, that ICPs do not equate to consumers. There may be multiple consumers at an ICP (for example, a family home), and not all consumers have ICPs. A premises does not necessarily need an ICP for its occupants to be electricity consumers.
- 4.13. An ICP does not need to be classified as 'Residential' in the Electricity registry for it to be considered residential premises under the Obligations.

---

<sup>5</sup> Where there are zero or an unknown number of residential ICPs, these retailers are deemed to be small.

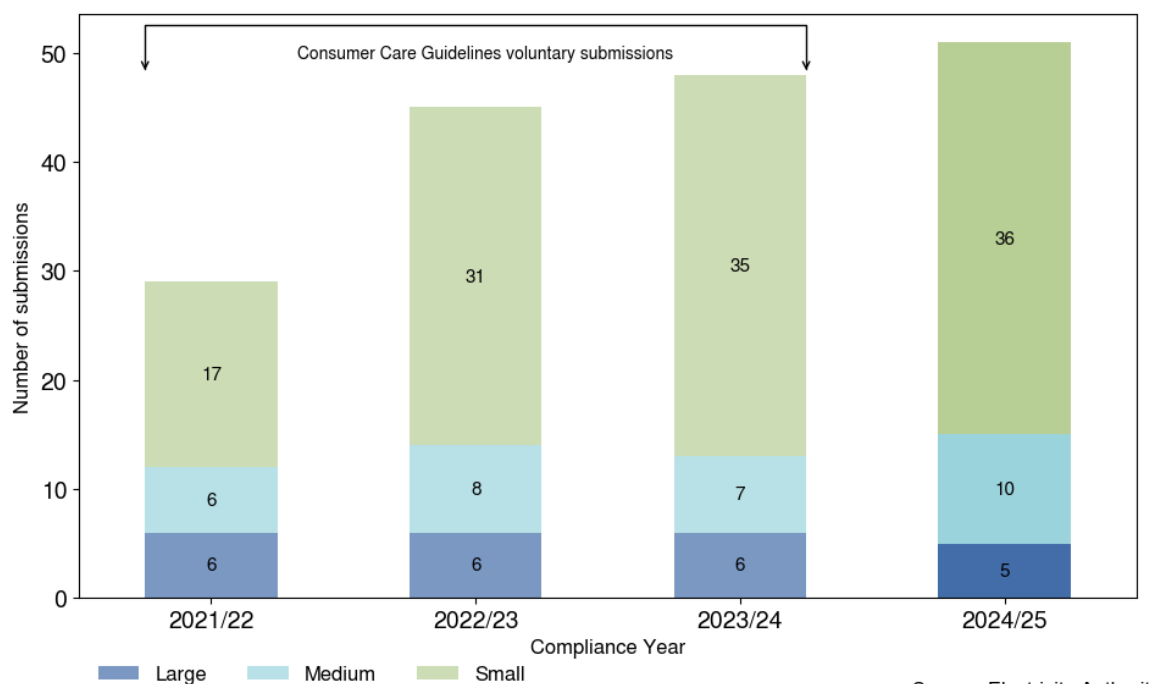
## 5. Findings

- 5.1. In total, we received 51 compliance report submissions, including those for additional brands. This is only a slight increase from the 48 alignment statements received last year under the voluntary Guidelines, suggesting that many of the retailers who are required to comply with the Obligations were already following the Guidelines.
- 5.2. Of the 51 compliance reports received, 42 were submitted by the 30 September deadline. All large and medium retailers submitted their compliance reports on time.
- 5.3. For those who missed the deadline, the Authority's approach was to accept reports until 5pm on 20 October 2025, although any submissions made during this period are still considered a potential breach of the Code.
- 5.4. Some of the smallest retailers who did not submit on time told the Authority they had not been aware of the requirement to submit a compliance report.
- 5.5. In total, we identified 157 participants registered as electricity retailers who were potentially required to submit a compliance report. Of these, 76 were not required to submit a compliance report.
- 5.6. Exactly half of the 76 submitted a 'non-residential declaration,' with the other half confirmed as not required to submit through correspondence with the Authority or other verifiable information.
- 5.7. The remaining 30 participants who did not submit a compliance report held a total of 95 residential ICPs on 30 June 2025. This represents less than 0.005% of all residential ICPs in New Zealand on that date.

### Overall response rate

- 5.8. Figure 1 shows the number of compliance reports received from retailers this year, alongside the voluntary alignment statement submissions from previous years.

**Figure 1: Retailer submissions by compliance year**



- 5.9. While a general increase in reporting has occurred since 2021/22, it is important to note that the electricity retail market remains dynamic and the number of retailers supplying electricity to residential consumers varies from year to year.
- 5.10. It should also be noted that the apparent decrease of six large retailers to five is due to Frank Energy's gradual decrease in size as it exits the market, rather than a non-submission. All current large retailers submitted a compliance report.

## Key insights

### Overall trends

- 5.11. The clauses detailed in Table 1 had the highest number of self-assessed non-compliances (more than six).

**Table 1: Clauses with the highest number of self-assessed non-compliances**

| No. of non-compliances | Part, clause and clause heading   |
|------------------------|---|
| 17                     | <b>Part 8 clause 51</b><br>Retailer's obligations to share information about medically dependent consumers            |
| 10                     | <b>Part 3 clause 10</b><br>Declining to enter into a contract   |
| 10                     | <b>Part 4 clause 13</b><br>Retailers to request communication information from customers                              |
| 9                      | <b>Part 6 clause 22</b><br>Retailers' obligations if customer fails to pay invoice                                    |
| 8                      | <b>Part 8 clause 48</b><br>Retailer must request application for medically dependent consumer status                  |
| 7                      | <b>Part 2 clause 6</b><br>Customer-facing website requirements  |
| 7                      | <b>Part 5 clause 16</b><br>Retailers to contact customers at least annually   |
| 7                      | <b>Part 8 clause 47</b><br>Retailers to request and record information about medically dependent consumers            |
| 7                      | <b>Part 8 clause 50</b><br>Retailer's obligations after receiving application for medically dependent consumer status |

- 5.12. The most common reasons provided for non-compliance were processes not being ready, or process gaps which were identified as part of the reporting process.

### Large retailers

- 5.13. Based on the retailer size categories in paragraph 4.10, the four large gentailers fall into this category. These are Contact Energy Limited (Contact), Genesis Energy Limited (Genesis), Mercury NZ Limited (Mercury) and Meridian Energy Limited (Meridian), including Powershop as a brand of Meridian.
- 5.14. Trustpower Limited (whose residential customers were acquired by Mercury in 2022) and Frank Energy (Genesis' legacy brand which is in the process of

transitioning its customers to Genesis) also fell into this category in previous years under the Guidelines.

- 5.15. As at 30 June 2025, the large retailers collectively held a 78% market share of all residential ICPs in New Zealand (although this percentage has since increased following the ongoing transition of Frank Energy's customers to Genesis, and the completed transfer of Flick Energy Limited (Flick Electric)'s customers to Meridian).
- 5.16. Only Contact assessed itself as compliant with all clauses, with the other large retailers (except Mercury) each identifying a small number of non-compliances.
- 5.17. Mercury identified 22 non-compliances (the largest number of all retailers who submitted a compliance report<sup>6</sup>). Mercury said it has since addressed these, or is in the process of addressing them.
- 5.18. A common reason provided by Mercury for its non-compliance was that its initial approach transpired to be inefficient and non-compliant. Mercury said this resulted in the need for additional system development, which is underway. There were no disconnections as a result of these issues, as Mercury does not disconnect customers for non-payment (except in clear cases of fraud).

### Medium retailers

- 5.19. As at 30 June 2025, medium retailers collectively held a 21% market share of all residential ICPs in New Zealand (although this percentage has since decreased following the closure of Flick Electric and the ongoing transition of Frank Energy's customers to Genesis).
- 5.20. 10 medium retailers (including brands) submitted a compliance report.
- 5.21. The since-closed Flick Electric assessed itself as compliant with all clauses, and Genesis' legacy brand, Frank Energy, only reported one non-compliance.
- 5.22. Nova Energy Limited (Nova)'s brand, Megatel, and Electric Kiwi Limited each identified over 10 non-compliances. These retailers said they have subsequently addressed or are in the process of addressing these non-compliances.
- 5.23. Other retailers of this size each identified less than 10 non-compliances, with Switch Utilities Limited (Switch) identifying eight non-compliances which relate to its main brand, 2degrees. Switch has addressed or is in the process of addressing these.

### Small retailers

- 5.24. Small retailers hold the remaining 1% market share of all residential ICPs in New Zealand.
- 5.25. 36 of these retailers (including brands) submitted a compliance report.
- 5.26. 16 small retailers assessed themselves as compliant for all clauses, with most others identifying less than 10 non-compliances.
- 5.27. Three small retailers assessed more than 10 non-compliances, each providing a specific reason for being unable to comply. These retailers were a landlord

---

<sup>6</sup> Except for one small retailer who has been omitted for the reasons outlined in Appendix B.

supplying its tenants, one entity who ceased to be a retailer in March 2025, and another that invoices electricity for units under a memorandum of lease agreement.

## **Reported non-compliances for Parts 7 to 9**

- 5.28. For Parts 7 to 9 of the Obligations (disconnection, medically dependent consumers, fees and bonds), we have summarised each self-assessed non-compliance and corresponding remedial action in Appendix D.
- 5.29. Extra focus has been placed on these Parts as they relate to areas the Authority has identified as posing a higher risk to consumers. As such, they require ongoing monitoring.
- 5.30. The most common high priority non-compliance involved those Obligations which require retailers to request, record and share information about medically dependent consumers.
- 5.31. There were two reported incidents of retailers disconnecting medically dependent consumers. Both of these were raised with the Authority before the compliance reports were due, as retailers are required to notify the Authority as soon as they become aware of such disconnections. Enforcement action has been undertaken.
- 5.32. For some of the clauses related to medically dependent consumers, a small number of retailers self-assessed non-compliance on the basis that they do not have medically dependent consumers. However, retailers must ensure they are able to comply regardless of whether any of their current consumers are medically dependent.

## **Additional insights**

- 5.33. We have identified three clauses where compliance was not possible in limited circumstances, which may be due to a Code issue. We will be taking steps to address these matters through potential Code changes and have noted such clauses in Table 5.

## **6. Next steps**

- 6.1. We continue to work through all non-compliances identified in the 2025 submissions, which includes non-submissions where the Authority believes a participant may be in scope of the Obligations.
- 6.2. We have also carried out our own compliance checks against evidence provided in the submissions to ensure the self-assessed compliance reports are complete and accurate.
- 6.3. In accordance with our compliance strategy and enforcement and prosecution policy, we will focus on high priority non-compliance, taking enforcement action where appropriate. We have a range of compliance and enforcement tools ranging from taking no action or an educational approach, to warning letters or commencing a formal investigation (which could result in a referral to the Rulings Panel).
- 6.4. The key focus for lower priority non-compliance will be identifying areas for further education, engagement and monitoring to bring retailers into full compliance (consistent with our compliance strategy). This information will also inform trends

and help us identify any policy gaps as we receive year on year compliance reporting.

- 6.5. Based on our own learnings and feedback from retailers, we intend to carry out work to improve the compliance report process ahead of 2026 submissions.

## **7. Closing statement**

- 7.1. We would like to thank retailers who have submitted and engaged with us on the compliance reports. If you have any feedback, please email [consumercare@ea.govt.nz](mailto:consumercare@ea.govt.nz).

## **8. Attachments**

- 8.1. The following appendices are attached to this paper:

Appendix A 2025 compliance report submitters

Appendix B Self-assessed retailer compliance by Part

Appendix C Self-assessed non-compliances by retailer

Appendix D Non-compliances and remedial actions

Appendix E Prescribed form for 2025 compliance report

## Appendix A 2025 compliance report submitters

**Table 2: Retailers who submitted a compliance report for the period 1 January to 30 June 2025**

| Retailer name<br>(from Participant register)     | Additional brand(s)<br><i>Shown in italics</i> | Size   |
|--|--|--------|
| AA Power Limited                                 |  | Small  |
| Bupa Retirement Villages Limited                 |  | Small  |
| Chatham Islands Electricity Limited              |  | Small  |
| Contact Energy Limited                           |  | Large  |
| Deep Energy Limited                              |  | Small  |
| Ecotricity Limited Partnership                   |  | Medium |
| Electric Kiwi Limited                            |  | Medium |
| Electricity Direct Limited                       |  | Small  |
| Flick Energy Limited (Flick Electric)*           |  | Medium |
| ForOurGood Limited                               |  | Small† |
| Gallagher & Co Consultants T/A Adonis Energy     |  | Small  |
| Genesis Energy Limited                           | Genesis Energy (main brand)                    | Large  |
|  | <i>Frank Energy (legacy brand)‡</i>            | Medium |
| Glen Alton Utilities Limited                     |  | Small  |
| Glo-Bug Limited (GLOBUG)                         |  | Medium |
| Hanergy Limited                                  |  | Small  |
| Horokiri Electric Light and Road Company Limited |  | Small  |
| K Power Limited                                  |  | Small  |
| Mercury NZ Limited                               |  | Large  |
| Meridian Energy Limited                          | Meridian Energy (main brand)                   | Large  |
|  | <i>Powershop</i>                               | Large  |
| Nau Mai Ra Limited†                              |  | Small  |
| Nova Energy Limited                              | Nova Energy (main brand)                       | Medium |
|  | <i>Megatel</i>                                 | Medium |
|  | <i>Wise Pre-Pay</i>                            | Small  |
| Octopus Energy NZ Limited                        |  | Small  |
| Orange Services Limited                          |  | Small  |
| Our Energy Limited                               |  | Small  |
| Paua to the People Limited                       |  | Small  |
| Plains Power Limited                             |  | Small  |

|   |   |                     |
|---|---|---------------------|
| Plus Energy Limited (Community Power)                         |   | Small               |
| Power Edge Limited  |   | Small               |
| Power House 23 Limited  |   | Small               |
| Pulse Energy Alliance LP                                      |   | Medium              |
| Simply Energy   |   | Small               |
| Smart Billing Solutions Limited                               |   | Small               |
| Softpower Limited (Manta Energy)                              |   | Small               |
| Southpark Utilities Limited                                   |   | Small               |
| Stack Power Limited (Stack Energy)                            |   | Small               |
| Stewart Island Electricity Supply Authority                   |   | Small               |
| Superpower Energy Limited (Supa)                              |   | Small               |
| Sustainability Trust (Toast Electric)                         |   | Small               |
| Switch Utilities Limited                                      | 2degrees (main brand)                                       | Medium <sup>§</sup> |
|   | <i>Slingshot</i><br><i>Orcon (legacy brand)<sup>‡</sup></i> |                     |
| Telnet Energy Limited   |   | Small               |
| Tensor NZ Limited   |   | Small               |
| The Embedded Network Company Limited (Tenco)                  |   | Small               |
| TMF Liverpool Limited   |   | Small               |
| TMF Waikumete Limited   |   | Small               |
| Watts Good Limited (formerly Commercial Utilities NZ Limited) |   | Small               |
| Z Energy Limited*   |   | Small               |

\*Flick Electric sold its customer accounts to Meridian in July 2025, with customers subsequently migrated to Meridian. This year's compliance report for Flick Electric (as well as its 'type 2'<sup>7</sup> retailer, Z Energy Limited) was completed by Flick Electric for the reporting period.

<sup>†</sup>Nau Mai Ra Limited (Nau Mai Rā) is the retailer for all ICPs where ForOurGood Limited is the responsible trader in the registry. While both participants have submitted a compliance report, the Authority considers only Nau Mai Rā (with its three additional brands, which have not been provided as separate submissions) to be a retailer.

<sup>‡</sup>(legacy brand)<sup>‡</sup> is used to indicate those brands which are no longer accepting new customers and whose customers will be or have been transitioned to the retailer's main brand (shown in non-italics) or have switched to another retailer.

<sup>§</sup>Switch Utilities Limited uses a single participant identifier across all its brands, so only the total number of ICPs is available. The compliance report for the Slingshot and Orcon additional brands is a combined one.

---

<sup>7</sup> Type 2 retailers purchase electricity from a trader (who sources electricity from the wholesale market) and on-sell that electricity to consumers who have choice of retailers.



## Appendix B Self-assessed retailer compliance by Part

**Table 3.1: Large and medium retailers who submitted a compliance report for the period 1 January to 30 June 2025**

| Size                           | Part 2: Consumer care policy | Part 3: Sign up | Part 4: Information and records | Part 5: Account management | Part 6: Payment difficulties | Part 7: Disconnection | Part 8: Medically dependent consumers | Part 9: Fees and bonds |
|--------------------------------|------------------------------|-----------------|---------------------------------|----------------------------|------------------------------|-----------------------|---------------------------------------|------------------------|
| <b>Large</b>                   |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Contact Energy Limited         |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Genesis Energy Limited         |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Mercury NZ Limited             |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Meridian Energy Limited        |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Powershop                      |                              |                 |                                 |                            |                              |                       |                                       |                        |
| <b>Medium</b>                  |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Ecotricity Limited Partnership |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Electric Kiwi Limited          |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Flick Energy Limited           |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Frank Energy                   |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Glo-Bug Limited                |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Megatel                        |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Nova Energy Limited            |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Pulse Energy Alliance LP       |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Slingshot and Orcon            |                              |                 |                                 |                            |                              |                       |                                       |                        |
| Switch Utilities Limited       |                              |                 |                                 |                            |                              |                       |                                       |                        |

**Compliance** ● Partially compliant ● Fully compliant

**Table 3.2: Small retailers who submitted a compliance report for the period 1 January to 30 June 2025**

| Size   | Part 2: Consumer care policy | Part 3: Sign up     | Part 4: Information and records | Part 5: Account management | Part 6: Payment difficulties | Part 7: Disconnection | Part 8: Medically dependent consumers | Part 9: Fees and bonds |
|--|------------------------------|---------------------|---------------------------------|----------------------------|------------------------------|-----------------------|---------------------------------------|------------------------|
| <b>Small</b>                                     |                              |                     |                                 |                            |                              |                       |                                       |                        |
| AA Power Limited                                 | Partially compliant          | Fully compliant     | Fully compliant                 | Partially compliant        | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Bupa Retirement Villages Limited                 | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Partially compliant   | Fully compliant                       | Fully compliant        |
| Chatham Islands Electricity Limited              | Fully compliant              | Fully compliant     | Fully compliant                 | Partially compliant        | Non-compliant                | Fully compliant       | Fully compliant                       | Fully compliant        |
| Deep Energy Limited                              | Fully compliant              | Fully compliant     | Fully compliant                 | Partially compliant        | Non-compliant                | Fully compliant       | Fully compliant                       | Fully compliant        |
| Electricity Direct Limited                       | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| ForOurGood Limited                               | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Gallagher & Co Consultants T/A Adonis Energy     | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Glen Alton Utilities Limited                     | Partially compliant          | Fully compliant     | Non-compliant                   | Partially compliant        | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Hanergy Limited                                  | Fully compliant              | Partially compliant | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Horokiri Electric Light and Road Company Limited | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| K Power Limited                                  | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Nau Mai Ra Limited                               | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Octopus Energy NZ Limited                        | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Partially compliant   | Fully compliant                       | Fully compliant        |
| Orange Services Limited                          | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Paua to the People Limited                       | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Plains Power Limited                             | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Plus Energy Limited                              | Partially compliant          | Fully compliant     | Fully compliant                 | Partially compliant        | Fully compliant              | Partially compliant   | Fully compliant                       | Fully compliant        |
| Power Edge Limited                               | Fully compliant              | Fully compliant     | Fully compliant                 | Partially compliant        | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Power House 23 Limited                           | Non-compliant                | Non-compliant       | Fully compliant                 | Partially compliant        | Partially compliant          | Fully compliant       | Partially compliant                   | Partially compliant    |
| Simply Energy                                    | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Smart Billing Solutions Limited                  | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Softpower Limited                                | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Southpark Utilities Limited                      | Fully compliant              | Fully compliant     | Fully compliant                 | Partially compliant        | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Stack Power Limited                              | Partially compliant          | Fully compliant     | Partially compliant             | Partially compliant        | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Stewart Island Electricity Supply Authority      | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Superpower Energy Limited                        | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Sustainability Trust                             | Fully compliant              | Fully compliant     | Partially compliant             | Fully compliant            | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Telnet Energy Limited                            | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Tensor NZ Limited                                | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| The Embedded Network Company Limited             | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| TMF Liverpool Limited                            | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| TMF Waikumete Limited                            | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Watts Good Limited                               | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |
| Wise Pre-Pay                                     | Partially compliant          | Partially compliant | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Partially compliant                   | Fully compliant        |
| Z Energy Limited                                 | Fully compliant              | Fully compliant     | Fully compliant                 | Fully compliant            | Fully compliant              | Fully compliant       | Fully compliant                       | Fully compliant        |

Compliance ● Non-compliant ● Partially compliant ● Fully compliant

## Notes

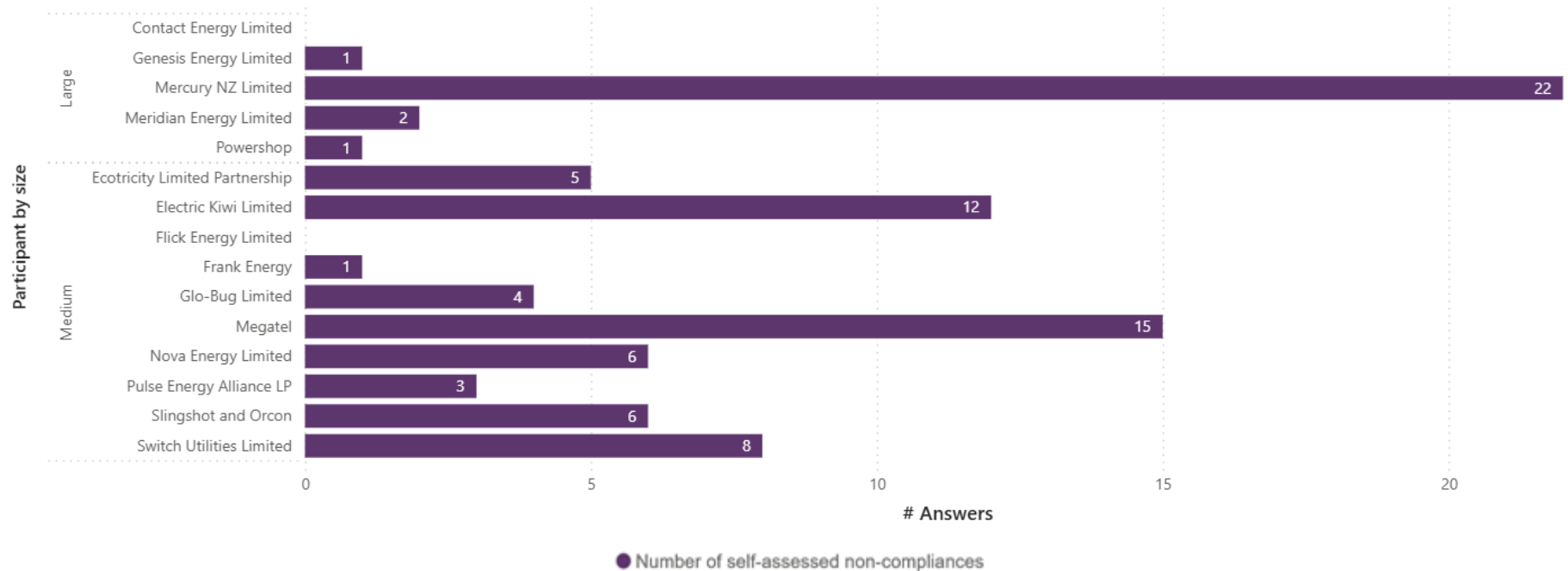
- (a) All responses to compliance with clauses 35 and 52 have been removed from the dataset as they do not apply to retailers (and only retailers are required to submit a compliance report). As such, if a retailer assessed themselves as non-compliant with either of these clauses, it is not reflected in the above table.
- (b) One small retailer assessed itself as non-compliant with all clauses, except the two which were in force from 1 January 2025. However, it ceased to be a retailer in March 2025. As such, it was not required to comply with the remaining clauses which came into effect on 1 April 2025 and has been omitted from the above and below tables.
- (c) Power Edge Limited responded 'Yes' to the 'Do you supply electricity via any prepay contracts' question but self-assessed as non-compliant with prepay clauses with the explanation 'We do not have pre paid customers'. These non-compliances are shown as reported but are unlikely to indicate actual non-compliance.
- (d) Contact, GLOBUG and Wise Pre-Pay all responded 'Yes' to the 'Do you supply electricity via any prepay contracts question<sup>8</sup>, meaning that additional clauses apply to these retailers.

---

<sup>8</sup> This matches the Authority's findings from its analysis of data provided under the Retail market monitoring notice.

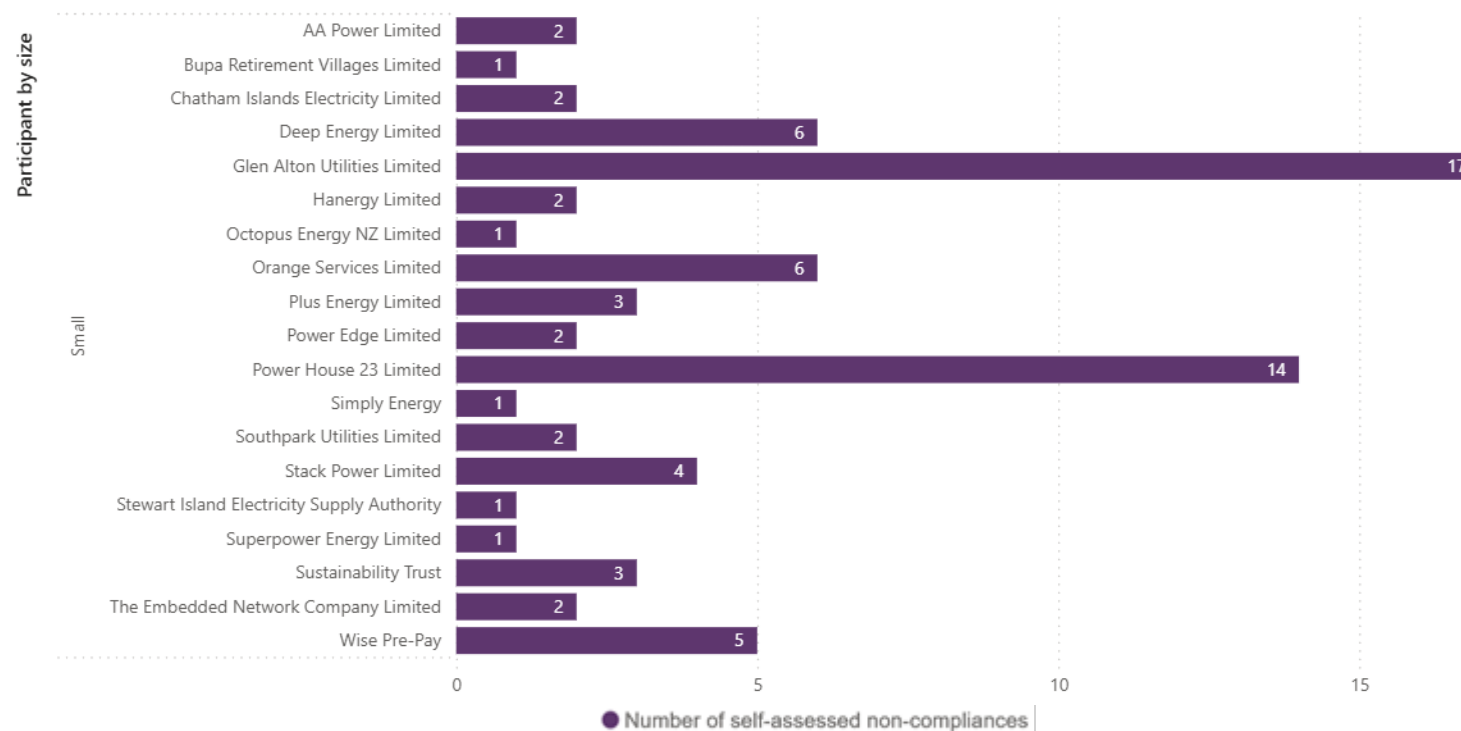
## Appendix C Self-assessed non-compliances by retailer

**Figure 2.1: Large and medium retailers who submitted a compliance report for the period 1 January to 30 June 2025 (includes those with zero self-assessed non-compliances)**



**Note:** Since submitting its compliance report, one medium-sized retailer told us it has since identified further non-compliances. The Authority will consider these additional non-compliances when considering its enforcement approach.

**Figure 2.2: Small retailers who submitted a compliance report for the period 1 January to 30 June 2025  
(excludes those with zero self-assessed non-compliances)**



## Appendix D Non-compliances and remedial actions for large and medium retailers

**Table 4: Self-assessed non-compliances relating to Parts 7 to 9**

**Note:** Since submitting their compliance reports, some retailers told us they have now completed the remedial action detailed below or have taken further steps beyond those originally set out.

| Retailer name<br>(from Participant register) | Part & clause    | Summary of non-compliance  | Summary of remedial action  |
|--|------------------|--|---|
| Ecotricity Limited Partnership               | Part 7 clause 34 | Required information was not clearly provided in automatic notices.  | Notices have been updated.  |
|  | Part 9 clause 68 | Due to historical calculations, Ecotricity's late payment penalty fee exceeded reasonable estimates of the costs it was contributing to (in some cases).   | While a permanent solution to transition to a fixed late payment fee model is implemented, the fee has been reduced from 15% to 2%. All other fees were reviewed and found to be cost-reflective and otherwise reasonable.  |
| Electric Kiwi Limited                        | Part 7 clause 31 | Potential for some elements of non-compliance while ongoing work to uplift processes and systems is undertaken.  | Remediation letter sent to all customers identified as potentially experiencing payment difficulties from 1 April 2025. Also revised disconnection and other processes to ensure improved compliance.   |
|  | Part 7 clause 42 | Due to a system change not being implemented in time, it is possible that some customers disconnected for five business days may not have been offered assistance and information on reconnection. | System automation now in place.   |
|  | Part 8 clause 47 | As described above for Part 7 clause 31.   | Various improvements underway/completed including: <ul style="list-style-type: none"> <li>• All customer service functions moved back to New Zealand (some had been based offshore).</li> <li>• New staff onboarded and trained.</li> <li>• Known medically dependent consumers contacted.</li> <li>• Website updated.</li> </ul> |

| Retailer name<br>(from Participant register) | Part & clause    | Summary of non-compliance  | Summary of remedial action  |
|--|------------------|--|---|
|  |                  |  | <ul style="list-style-type: none"> <li>Processes improved, templates updated and system changes in progress.</li> </ul> |
|  | Part 8 clause 50 | As described above for Part 7 clause 31.   | As described above for Part 8 clause 47.  |
|  | Part 8 clause 53 | As described above for Part 7 clause 31.   | As described above for Part 8 clause 47.  |
|  | Part 8 clause 58 | As described above for Part 7 clause 31.   | As described above for Part 8 clause 47.  |
|  | Part 8 clause 63 | As described above for Part 7 clause 31.   | Implemented robust processes.   |
|  | Part 9 clause 68 | Due to implementation timeframes, review of fees was only undertaken after the date this clause came into force.   | Some fees reduced and some increased.   |
| Glo-Bug Limited                              | Part 7 clause 45 | Due to a system issue, some customers are not reconnected within 30 minutes of a prepay top-up.  | Potential system fix being investigated.  |
|  | Part 8 clause 61 | Due to not foreseeing the scenario, did not have a process in place to ensure compliance.  | Options being discussed.  |
| Mercury NZ Limited                           | Part 8 clause 47 | Due to an outstanding system upgrade, did not request the required information about medically dependent consumers. Initial approach proved to be inefficient and non-compliant. | System development underway.  |
|  | Part 8 clause 48 | Due to an outstanding system upgrade, did not request applications for medically dependent consumer status (where required).   | As described above for Part 8 clause 47.  |
|  | Part 8 clause 49 | As described above for Part 8 clause 47.   | As described above for Part 8 clause 47.  |
|  | Part 8 clause 50 | As described above for Part 8 clause 47.   | As described above for Part 8 clause 47.  |

| Retailer name<br>(from Participant register) | Part & clause    | Summary of non-compliance   | Summary of remedial action  |
|--|------------------|---|---|
|  | Part 8 clause 51 | Due to the file process not being designed, was unable to use EIEP4A <sup>9</sup> to provide information about medically dependent consumers to distributors. | File process designed.  |
|  | Part 8 clause 53 | As described above for Part 8 clause 47.  | As described above for Part 8 clause 47.  |
|  | Part 8 clause 54 | As described above for Part 8 clause 47.  | As described above for Part 8 clause 47.  |
|  | Part 8 clause 55 | As described above for Part 8 clause 47.  | As described above for Part 8 clause 47.  |
|  | Part 8 clause 56 | As described above for Part 8 clause 47.  | As described above for Part 8 clause 47.  |
|  | Part 8 clause 57 | As described above for Part 8 clause 47.  | As described above for Part 8 clause 47.  |
|  | Part 8 clause 60 | As described above for Part 8 clause 51.  | As described above for Part 8 clause 51.  |
|  | Part 8 clause 61 | As described above for Part 8 clause 51.  | As described above for Part 8 clause 51.  |
|  | Part 8 clause 62 | As described above for Part 8 clause 47.  | As described above for Part 8 clause 47.  |
|  | Part 8 clause 63 | As described above for Part 8 clause 47.  | As described above for Part 8 clause 47.  |
| Meridian Energy Limited                      | Part 8 clause 51 | Due to an issue with a third-party provider, some medically dependent consumers were not immediately recorded.  | Identified all impacted customers and confirmed no harm occurred as a result. Also updated automation logic, engaged with third-party providers and implemented additional automated monitoring to flag any similar issues. |
| Nova Energy Limited                          | Part 7 clause 33 | Due to an oversight, timeframe for disconnection was not clearly set out in final notice of disconnection.  | Notice has been updated. Staff refresher training has also been provided on the requirement to issue a further final notice of disconnection if not disconnected within timeframe stated.                                   |

---

<sup>9</sup> EIEP4A is the electricity information exchange protocol for medically dependent consumer information.



| Retailer name<br>(from Participant register) | Part & clause    | Summary of non-compliance  | Summary of remedial action  |
|--|------------------|--|---|
|  | Part 7 clause 34 | Due to an oversight, the required information was not provided in final notice of disconnection.   | Notice has been updated.  |
|  | Part 8 clause 48 | Due to an operational error, did not request applications for medically dependent consumer status (where required) in some cases.  | Staff refresher training undertaken. Options being explored to automate process.  |
|  | Part 8 clause 51 | Some medically dependent consumers were not notified to distributors as soon as practicable.   | Automated process has been implemented to ensure daily updates.   |
| Nova Energy Limited trading as Megatel       | Part 7 clause 32 | Due to an operational oversight, it may have been possible for disconnection for non-payment based on estimated readings to occur outside of the requirements.   | Process being developed to prevent.   |
|  | Part 7 clause 33 | Due to a gap in agreements with metering equipment providers, a further final notice of disconnection was not always sent when a disconnection did not take place within the timeframe set out in the final notice of disconnection. | Processes are being revised to prevent non-compliance. Disconnection notices have been updated to provide a narrow date range rather than a specific date of disconnection. |
|  | Part 7 clause 34 | The required information was not provided in final notice of disconnection.  | Notice has been updated.  |
|  | Part 7 clause 37 | Disconnected the premises of a medically dependent consumer.   | Shared with the Authority under case 2509TODD2.   |
|  | Part 7 clause 38 | As described above for Part 7 clause 37.   | As described above for Part 7 clause 37.  |
|  | Part 7 clause 40 | Process not in place to ensure the retailer is reasonably satisfied that the premises can be safely reconnected remotely.  | Process and notice changes being investigated.  |
|  | Part 8 clause 47 | Did not sufficiently request information about medically dependent consumers when communicating with customers who may be experiencing payment difficulties.   | Enhanced medically dependent consumer identification processes and training. Updated payment difficulty scripting.  |

| Retailer name<br>(from Participant register)            | Part & clause    | Summary of non-compliance  | Summary of remedial action   |
|---|------------------|--|--|
|   | Part 8 clause 48 | Did not request application for medically dependent consumer status as required.   | As described above for Part 7 clause 37.   |
|   | Part 8 clause 51 | Some medically dependent consumers were not notified to distributors as soon as practicable.   | Manual process has been implemented to ensure daily updates.   |
| Pulse Energy Alliance LP                                | Part 7 clause 38 | In the case of electrical disconnection for non-payment, the debt may relate to non-electricity services. This is because Pulse Energy is unable to allocate payment based on the service.                         | <b>None.</b><br>'A system change would be required.'   |
| Switch Utilities Limited – 2degrees                     | Part 7 clause 31 | Due to manual activity, failed to meet contact requirements before disconnecting.  | Shared with the Authority as part of investigation 2506SWCH1. Includes staff refresher training, improved processes and controls, ongoing education and training material reviews. |
|   | Part 7 clause 33 | As described above for Part 7 clause 31.   | As described above for Part 7 clause 31.   |
|   | Part 7 clause 37 | Due to human error, disconnected the premises of a medically dependent consumer.   | As described above for Part 7 clause 31.   |
|   | Part 7 clause 38 | In the case of electrical disconnection for non-payment, the debt may relate to both electricity and non-electricity services. This is because the billing system does not allow for specific services to be paid. | <b>None.</b><br>'...multiple other processes exist to prevent disconnection (of all services) in the event of a dispute or financial difficulty.'                                  |
|   | Part 7 clause 39 | Due to human error, did not reconnect a medically dependent consumer as soon as possible.  | Shared with the Authority as part of investigation 2506SWCH1. Prevention has been taken on by Switch's new Integrity department.   |
|   | Part 7 clause 48 | Did not request applications for medically dependent consumer status (where required) in some cases.   | Automated communications updated.  |
| Switch Utilities Limited trading as Slingshot and Orcon | Part 7 clause 31 | Due to manual activity/human error, failed to meet contact requirements before disconnecting (in some cases).  | Includes staff refresher training, improved processes and controls, ongoing education and training material reviews.   |

| Retailer name<br>(from Participant register) | Part & clause    | Summary of non-compliance  | Summary of remedial action  |
|--|------------------|--|---|
|  | Part 7 clause 33 | As described above for Part 7 clause 31.   | As described above for Part 7 clause 31.  |
|  | Part 7 clause 38 | In the case of electrical disconnection for non-payment, the debt may relate to both electricity and non-electricity services. This is because the billing system does not allow for specific services to be paid. | <b>None.</b><br>'...not a practicable change for our billing platform at this time. We commit to working with customers to avoid power cancellation in situations of financial difficulty.' |
|  | Part 8 clause 48 | Did not request applications for medically dependent consumer status (where required) in some cases.   | Automated communications updated.   |

**Table 5: Self-assessed non-compliances where compliance is not possible for that retailer and/or a potential Code issue is present  
In order of Part**

| Retailer name<br>(from Participant register) | Applicable Part & clause | Summary of non-compliance   |
|--|--------------------------|---|
| AA Power Limited                             | Part 2 clause 6          | Does not publish the required information as does not have a customer-facing website.   |
| Glen Alton Utilities Limited                 |                          |   |
| Nova Energy Limited (including Megatel)      | Part 7 clause 42         | Contacts customers who remain disconnected, but sooner than five business days after disconnection.   |
| Stewart Island Electricity Supply Authority  | Part 8 clause 51         | Cannot share information about medically dependent consumers as does not have ICPs in registry.<br>(Note this clause may not be applicable to 'type 3' <sup>10</sup> retailers. The Authority will undertake further work on this.) |
| Bupa Retirement Villages Limited             | Part 8 clause 51         | As above, but flags medically dependent consumer status with the upstream retailer (ie, 'GN' ICP trader) for visibility.  |

<sup>10</sup> Type 3 retailers sell electricity to consumers on islanded and customer networks. These consumers have no ICPs and do not have a choice of retailer.

| Retailer name<br>(from Participant register) | Applicable Part<br>& clause | Summary of non-compliance  |
|--|-----------------------------|--|
| The Embedded Network<br>Company Limited      | Part 8 clause 51            | As above but voluntarily flags downstream medically dependent consumer status on its 'LE' ICPs for embedded networks so that the local network is aware. |
| Southpark Utilities Limited                  | Part 8 clause 51            | As above but does not currently use EIEP4A to flag any medically dependent consumer ICPs.  |

## Appendix E Prescribed form for 2025 compliance report (for reference purposes only)

### Obligations compliance report 2025

*Due: 1 October 2025 5:00 pm*

#### Retailers must report compliance with Obligations

This guidance note accompanies the **prescribed form** retailers must use to report compliance with the Obligations (Obligations).

Each retailer that sells electricity to consumers in a year beginning 1 July must report compliance with the Obligations in a form prescribed by the Electricity Authority (Authority) (referred to as your 'your report' or 'annual compliance report'). For this year the report covers 1 January 2025 to 30 June 2025 and must be provided to us by 30 September 2025.

Please refer to [clause 11A.4 and Schedule 11A](#) of the Electricity Industry Participation Code 2010 (Code) when considering your responses. Section 3 of the [Retailer Guidance](#) may also assist.

Your compliance report will cover the periods:

- a. 1 January 2025 to 30 June 2025 for clauses 37 and 68 of the Obligations
- b. 1 April 2025 to 30 June 2025 for compliance with all remaining clauses of the Obligations

#### The compliance report requirements apply to all retailers who sell electricity to residential consumers

If your organisation does not supply electricity to residential consumers for residential purposes, you are not required to complete a compliance report. If you are unsure whether you are a 'retailer' for the purpose of the compliance report requirements, please see section 2 of the [Retailer Guidance](#).

If your organisation operates more than one retail brand you will need to submit a report for each brand.

#### How to complete this annual report

We suggest that you download (by selecting *Download request letter* at the top of the report) and print out a copy of these instructions to assist you in completing your report in the prescribed form.

There are three sections in the form with multiple responses required in each. All fields require a response unless specified.

Please allow plenty of time to complete your report. You can save and return to your report at any time before the due date. Note that certification is required by a director or chief executive (or person holding an equivalent position) so time should be built in for this.

When you have finished, please ensure you submit your report by pressing the 'Send to the Authority' button.

## **All information must be provided by 30 September 2025**

The Authority is using our Information Provision platform for this year's compliance report.

You are required to provide your report by **30 September 2025**, which allows you three months from 30 June 2025 to complete your response (see clause 11A.4(1) of the Code). Your report can be uploaded any time between 1 July 2025 and 30 September 2025.

Reminders will also be sent through the Information Provision platform to your nominated staff member to complete this report by the due date.

## **The information that must be included in a compliance report**

Each retailer must report the following information for the relevant year (as specified in clause 11A.4 of the Code):

- a. all versions of the retailer's consumer care policy which were in force during the reporting year
- b. a statement as to whether or not the retailer complied with all requirements in the Obligations (when they were applicable)
- c. a summary of any instances of non-compliance identified by the retailer and any remedial action taken
- d. any other information required by the Authority in the prescribed form
- e. an accompanying certification signed and dated by a director or the chief executive officer of the retailer (or equivalent)

The prescribed form covers this information in Sections A to C of the form as discussed below.

## **Provide information on all three sections to complete your report**

Please provide all information pertaining to the sections indicated below to the Authority.

- **Section A:** Your participant information
- **Section B:** Declaration of compliance with Parts 2 to 9 of Obligations
- **Section C:** Certification by the Chief Executive Officer (or equivalent)

You are required to report compliance on **every clause** for each Part of the Obligations. The prescribed form then seeks some additional information in relation to some selected Obligations. You are still required to report compliance on every clause, whether or not a question is asked about that clause.

Under clause 11A.4 each retailer is required to take all practicable steps to ensure that the information contained in the compliance report is complete and accurate; not misleading or deceptive; and not likely to mislead or deceive.

Please check that all information meets these requirements before submitting your report.

## **Submitting the form to the Authority**

When you have completed your report in the prescribed form, please ensure you send it to us by clicking 'Send to the Authority', or we won't receive your response.

You will then receive a copy of your organisation's response. You will be able to 'cc' in all other principal respondents or other members of your organisation. The principal respondent for each organisation can manage these preferences when they are logged into the Information Provision platform.

Please keep a copy of your organisation's response for your records. Note also your obligations to retain records as set out in clause 11A.6 of the Code.

You may be asked to discuss your report with the Authority's Compliance team and/or to provide further information.

### **How the Authority will use this information**

Under clause 11.A.4(7) the Authority is permitted to use any information submitted in your report or certification.

The Authority intends to use the information submitted to write a report on retailer compliance with the Obligations for the period 1 January 2025 to 30 June 2025. Our intention is to publish this report later in the year.

### **There is an ongoing obligation to correct information provided**

If the retailer becomes aware information provided in their annual compliance report is not complete or accurate, or misleading or deceptive, the retailer must: provide corrected information to the Authority as soon as possible.

This means the retailer has an ongoing obligation to ensure information is correct and accurate after their annual compliance report is completed. This obligation applies even if the information was certified on reasonable grounds.

### **Complete Section A - Your participant information**

All retailers that supply electricity to residential consumers for residential purposes are requested to submit an annual compliance report for each retail brand that they operate.

#### **Questions 1 to 3:**

As the disclosing participant, you are asked to identify the trading name (ie, retail brand) and the participant identifier (four letter code) that your report applies to.

Please check that the prepopulated answers in questions 1 and 2 contain the correct information. If incorrect, these answers can be adjusted by using the drop-down menus and selecting the appropriate information.

If your organisation operates more than one retail brand, you will need to submit a report for each brand. For questions 1 and 2, please identify which brand your report applies to by selecting the correct trading name and participant identifier associated with the retail brand that your report applies to. If the retail brand uses more than one participant identifier, select the one that is primarily used for residential installation control points (ICPs).

Your organisation, or the retail brand you are providing your report for, may not have a participant identifier if it does not purchase electricity direct from the wholesale market. If so,

for question 2, please identify the trading name of the participant through which your organisation purchases electricity from the wholesale market.

To help us understand the market share of participants without participant identifiers, please enter the approximate number of residential customers, measured by installation control points (ICPs serviced by the retail brand as at 30 June 2025). This question only applies to retailers who do not have a participant identifier.

## **Complete Section B - the declaration of compliance with Parts 2 to 9 of the Obligations**

This section asks you to declare the compliance of the retail brand in question with the requirements of the Obligations.

You are asked to make a separate declaration of compliance for each Part of the Obligations (2 to 9).

Please refer to the full content of the [Obligations](#) while making your submissions.

When making your declarations, you will be asked to choose from two options: 'Yes' and 'No'.

### **If declaring 'Yes':**

By selecting the option 'Yes', you declare that the retailer or retail brand in question has complied with this Part of the Obligations by following the specific actions described in each clause.

Please note that we may choose to contact you to discuss the evidence you submitted as proof of compliance and/or request further information.

### **If declaring 'No':**

If the retail brand in question is not meeting the specific written recommendations for a Part of the Obligations, you can declare 'No'. You will then be prompted to submit further information.

Please outline each instance of non-compliance with specific clauses of the Obligations, and in the following box, explain the reasons for this non-compliance. In the following boxes, you can then explain what remedial action, if any, has been taken.

Please note that we may choose to contact those who declare non-compliance with some or all of the Obligations to discuss their non-compliance and/or request further information.

## **Consumer care policy**

In addition to providing a declaration of compliance under Section B of this form, you must provide the Authority with all versions of consumer care policies used by this retail brand since 1 April 2025.

An upload facility is provided under Part 2 in the section to complete this process. You can submit multiple policies by selecting the 'add another' box.

Please label uploaded the file with the dates to which it applies (eg, 'consumer\_care\_policy\_01.01.25-30.06.25.pdf').

When the form is submitted, the copy you receive will only show the file name uploaded, so clear file labelling will help you ensure the right information has been submitted to us.



In instances where more than one policy was in effect during this annual compliance report period, clear file labelling will help us identify which is the most recent policy.

### **Complete Section C: Certification by the Chief Executive (or equivalent)**

The Obligations require this annual compliance report to be certified by your organisation's Chief Executive Officer (or a person holding an equivalent position).

To complete this declaration, respond to the Yes/No question to certify that the relevant person considers, on reasonable grounds and to the best of their belief, the information provided is a complete and accurate record of the matters reported on.

Upload a JPEG file of the Chief Executive Officer (or equivalent's) signature.

When submitting the signature file, please ensure the file is cropped to show only the signature text. Clearly label this file to indicate its contents (eg, 'CEO signature, 30 July 2025.jpeg').

When the form is submitted, the copy you receive will only show the file name uploaded, so clear file labelling will help you ensure the right information has been submitted to us.

Finally, please state the full name and job description of the signatory.

---

### **Section A: Participant information participant information**

---

Question 1: Participant name of disclosing participant

Question 2: Participant identifier/s of the retail brand that the report relates to

If the disclosing participant does not have a participant identifier, please enter the trader or additional brand name

Question 3: Does the disclosing participant supply any residential consumers The expectation under the Obligations is that all retailers (as defined in the Electricity Industry Act 2010) submit an annual compliance report. If your organisation does not supply electricity to residential consumers, you are not required to complete a compliance report.

Yes

No

If the disclosing participant does not have a participant identifier, please indicate the approximate number of residential customers ICPs serviced by your organisation as at 30 June 2025

### **Section B: Declaration of compliance**

---

#### **Part 2: Consumer Care Policy and related matters**

---

A: Obligations under this Part met (clauses 3 to 6)

Schedule 11A.1 Part 2 clause 3

|   |     |    |
|---|-----|----|
|   | Yes | No |
| Schedule 11A.1 Part 2 clause 4                    |     |    |
|   | Yes | No |
| Schedule 11A.1 Part 2 clause 5                    |     |    |
|   | Yes | No |
| Schedule 11A.1 Part 2 clause 6                    |     |    |
|   | Yes | No |
| Part 3: Signing up customers and contract denials |     |    |

---

A: Obligations under this Part met (clauses 8 to 11)

|  |     |    |
|--|-----|----|
| Schedule 11A.1 clause 8                            |     |    |
|  | Yes | No |
| Do you supply electricity via any prepay contracts |     |    |
|  | Yes | No |
| Schedule 11A.1 clause 9                            |     |    |
|  | Yes | No |
| Schedule 11A.1 clause 10                           |     |    |
|  | Yes | No |
| Schedule 11A.1 clause 11                           |     |    |
|  | Yes | No |

Part 4: Information and records relating to customer care

---

A: Obligations under this Part met (clauses 13 and 14)

|                          |     |    |
|--------------------------|-----|----|
| Schedule 11A.1 clause 13 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 14 |     |    |
|                          | Yes | No |

Part 5: Business-as-usual account management

---

A: Obligations under this Part met (16 to 20)

|                          |     |    |
|--------------------------|-----|----|
| Schedule 11A.1 clause 16 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 17 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 18 |     |    |

|  |     |    |
|--|-----|----|
|  | Yes | No |
| Schedule 11A.1 clause 19                                   |     |    |
|  | Yes | No |
| Schedule 11A.1 clause 20                                   |     |    |
|  | Yes | No |
| Part 6: When payment difficulties are anticipated or arise |     |    |

---

A: Obligations under this Part met (clauses 22 to 28)

|                          |     |    |
|--------------------------|-----|----|
| Schedule 11A.1 clause 22 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 23 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 24 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 25 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 26 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 27 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 28 |     |    |
|                          | Yes | No |

Part 7: Disconnection and reconnection of residential premises

---

A: Obligations under this Part met (clauses 30 to 45)

|                          |     |    |
|--------------------------|-----|----|
| Schedule 11A.1 clause 30 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 31 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 32 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 33 |     |    |
|                          | Yes | No |
| Schedule 11A.1 clause 34 |     |    |
|                          | Yes | No |

|                          |     |    |
|--------------------------|-----|----|
| Schedule 11A.1 clause 35 | Yes | No |
| Schedule 11A.1 clause 36 | Yes | No |
| Schedule 11A.1 clause 37 | Yes | No |
| Schedule 11A.1 clause 38 | Yes | No |
| Schedule 11A.1 clause 39 | Yes | No |
| Schedule 11A.1 clause 40 | Yes | No |
| Schedule 11A.1 clause 41 | Yes | No |
| Schedule 11A.1 clause 42 | Yes | No |
| Schedule 11A.1 clause 43 | Yes | No |
| Schedule 11A.1 clause 44 | Yes | No |
| Schedule 11A.1 clause 45 | Yes | No |

#### Part 8: Obligations in relation to medically dependent consumers

---

##### A: Obligations under this Part met (clauses 47 to 63)

|                          |     |    |
|--------------------------|-----|----|
| Schedule 11A.1 clause 47 | Yes | No |
| Schedule 11A.1 clause 48 | Yes | No |
| Schedule 11A.1 clause 49 | Yes | No |
| Schedule 11A.1 clause 50 | Yes | No |
| Schedule 11A.1 clause 51 | Yes | No |

|                          |     |    |
|--------------------------|-----|----|
| Schedule 11A.1 clause 52 | Yes | No |
| Schedule 11A.1 clause 53 | Yes | No |
| Schedule 11A.1 clause 54 | Yes | No |
| Schedule 11A.1 clause 55 | Yes | No |
| Schedule 11A.1 clause 56 | Yes | No |
| Schedule 11A.1 clause 57 | Yes | No |
| Schedule 11A.1 clause 58 | Yes | No |
| Schedule 11A.1 clause 59 | Yes | No |
| Schedule 11A.1 clause 60 | Yes | No |
| Schedule 11A.1 clause 61 | Yes | No |
| Schedule 11A.1 clause 62 | Yes | No |
| Schedule 11A.1 clause 63 | Yes | No |

#### Part 9: Fees and bonds

---

#### A: Obligations under this Part met (clauses 65 to 71)

|                          |     |    |
|--------------------------|-----|----|
| Schedule 11A.1 clause 65 | Yes | No |
| Schedule 11A.1 clause 66 | Yes | No |
| Schedule 11A.1 clause 67 | Yes | No |
| Schedule 11A.1 clause 68 | Yes | No |

Schedule 11A.1 clause 69

Yes No

Schedule 11A.1 clause 70

Yes No

Schedule 11A.1 clause 71

Yes No

Compliance Report Section C: certification by the Chief Executive (or suitable equivalent)

---

By responding 'Yes', your organisation's Chief Executive Officer (or suitable equivalent) certifies that they consider, on reasonable grounds and to the best of their belief, the information provided in the annual compliance report is a complete and accurate record of the matters reported on.

Yes No

The Chief Executive Officer (or suitable equivalent) of the disclosing participant certifies that they consider, on reasonable grounds and to the best of their belief, the information provided in the annual compliance report is a complete and accurate record of the matters reported on. Please upload signed confirmation below. Use a JPEG file, cropped to show only the signature text. Clearly label this file to indicate its contents (eg, 'CEO signature, Day Month Year.jpeg')

Drag and drop a JPG file, or select a JPG file

Printed name:

Job title: