

7 November 2025

s 9(2)(a)

Tēnā koe s 9(2)(a)

Your request

Thank you for your request, received on 10 October 2025, under the Official Information Act 1982 (Act) for the following:

I understand the Electricity Authority has gathered data on the number of disconnections experienced by power customers over the past year, including those resulting from automatic disconnections for prepay customers. This information is of significant public interest, particularly given the Government's recent energy announcement.

Can you confirm when the Authority intends to release the findings from this data collection? Transparency on disconnection trends, especially for vulnerable prepay consumers, is invaluable for understand the current energy market and affordability.

Can you also confirm if the Authority plans to also publish this information as part of a broader report, and whether disaggregated data (for example, by retailer, region, or customer type) will be made available?

Our response

The Electricity Authority Te Mana Hiko (Authority) is strengthening transparency and accountability in New Zealand's retail electricity market. Earlier this year, we introduced a new information notice to collect domestic and small business data from electricity retailers monthly.

We've been processing and validating this data since the first data submission in August and working closely with retailers to ensure their first submissions are complete, accurate and fit for purpose. This will create an automated supply of high-quality data that enables us to regularly publish robust insights and analysis on the retail electricity market.

The Authority will begin publishing a range of aggregated retail data and insights on its website towards the end of 2025. Publishing data on disconnections is a key focus for us and will be released in November.

Ensuring everyone has affordable access to electricity is a priority for the Authority. This means helping consumers to choose the best plan for their needs, and to access the support available when they are struggling to pay their bills. Disconnections should be a last resort. Earlier this year we introduced the Consumer Care Obligations to ensure all power companies must help customers stay connected and manage their power bills. Some of the most important rules are to help prevent customers from being disconnected.

Our new information notice collects data on customers on prepay plans who are disconnected due to insufficient credit. This means the Authority can now track and scrutinise these prepay disconnections in the same way as we can for post-pay disconnections.

We will publish an interactive dashboard in November on disconnections for non-payment that will include:

- total disconnections for non-payment
- disconnections for non-payment lasting more than one day
- disconnections for prepay accounts who run out of credit.

By making the new disconnection data visible and accessible, we aim to support greater accountability and better oversight of customer care practices. We will progressively release more disaggregated data as we progress our analysis (for example disconnections by retailer, by region).

To further this work, the Authority has established a monitoring and reporting programme using the detailed retail data we receive. This programme will release deeper insights into the performance of the retail market and outcomes for consumers and shape our consumer protections work programme. This will include dashboards with regular time series, news items, and 'Eye on electricity' insight articles.

More information can be found in the following decision paper: [Retail market monitoring clause 2.16 information notice](#).

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

As this information may be of interest to other members of the public, the Authority may proactively release a copy of this response on our website. All personal data, including your name and contact details, will be removed before publication.

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

Nāku noa, nā,



Airihī Mahuika
GM Legal, Monitoring and Compliance