

Notice Under Regulation 16 of the Electricity Industry (Enforcement) Regulations 2010

Date	20 March 2026
Addressee	Pulse Energy Alliance LP
Subject	Disconnection of a medically dependent consumer
Investigator	Investigator appointed under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations)
<p>Notifying industry participant Non-participant for clauses 37(1), 39(a), 39(b)(ii), 48(1), and 48(2) of Part 11A Schedule 11A.1 of the Electricity Industry Participation Code (Code).</p> <p>The Authority for clauses 37(3), 38(1)(a), 53(2), and 54(1) of Part 11A Schedule 11A.1 of the Code.</p>	
<p>Clauses allegedly breached Clauses 37(1), 37(3), 38(1)(a), 39(a), 39(b)(ii), 48(1), 48(2), 53(2), and 54(1) of Part 11A Schedule 11A.1 of Code.</p>	
<p>Circumstances of alleged breaches At 9.23am on 19 November 2025, Pulse disconnected a premises at which it knew a medically dependent consumer may reside. The consumer had made Pulse aware of their medical dependency upon sign-up and again shortly after the disconnection. Pulse had the consumer as an unverified medically dependent consumer following sign-up but removed that status so it was not available when the disconnection occurred.</p> <p>Pulse did not reconnect the premises as soon as possible as a manual reconnection was requested for power to be restored when a faster remote option was available. The premises</p>	

was reconnected at 4.20pm on the same day, meaning the medically dependent consumer was without power for approximately seven hours.

Pulse submitted the notification to the Authority on 20 November 2025, 12.32pm

Date and time of alleged breaches

For the alleged breaches of clause 37(1), 37(3), 38(1)(a), 39(a), and 39(b)(ii):

- from 9.23am on 19 November 2025 when the power was disconnected until 4.20pm on 19 November 2025 when the power was reconnected.

For the alleged breaches of clauses 48(1), 48(2), 53(2), and 54(1):

- between the date of the consumer signing up with Pulse in late October 2025 and 19 November 2025 when the consumer was disconnected.

Please note, under Regulation 16 of the Regulations, you are obliged to respond to this allegation, in writing, to the investigator within 10 working days of receipt of this notice (unless the investigator allows, in writing, a longer period).

Please provide your response to this allegation, or request a longer period to respond, via the Authority's Compliance portal by clicking [here](#) ↗ .

Include the following in your response:

- Whether you believe you have breached the Code
- Whether there is another provision you consider more accurately describes the nature of the event
- A full explanation of the circumstances surrounding the alleged breaches
- Identification of any information provided in your response that you consider confidential and that should not be included in the investigator's report under Regulation 19 of the Regulations (Regulation 15(2) of the Regulations). If your response includes confidential information, please provide a second copy where the confidential information has been redacted in case your response needs to be shared with any other parties.

Notice Under Regulation 17 of the Electricity Industry (Enforcement) Regulations 2010

Investigation of alleged breaches of the Electricity Industry Participation Code 2010 by Pulse Energy Alliance LP

On 19 November 2025, a consumer alleged a breach of clause 37(1) of Schedule 11A.1 (Consumer Care Obligations) of the Code when Pulse disconnected a premises on 19 November 2025 at which it had knowledge a medically dependent consumer may reside.

The Authority has identified that the consumers alleged breach also covers the following related clauses:

- Clause 37(3) of Part 11A Schedule 11A.1 of the Code, which requires retailers to notify the Authority as soon as they become aware of a medically dependent consumer disconnection.
- Clause 38(1)(a) of Part 11A Schedule 11A.1 of the Code, which requires retailers to comply with any relevant obligations in Part 7 of the Consumer Care Obligations before disconnecting a post-pay customer's premises.
- Clause 39(a) of Part 11A Schedule 11A.1 of the Code, which requires retailers to reconnect a post-pay customer's premises as soon as possible following an inadvertent disconnection
- Clause 39(b)(ii) of Part 11A Schedule 11A.1 of the Code which requires retailers to reconnect a post-pay customer's premises as soon as possible if the medically dependent consumer status has been made
- Clause 48(1) of Part 11A Schedule 11A.1 of the Code which requires retailers to request an application for medically dependent consumer status, where appropriate
- Clause 48(2) of Part 11A Schedule 11A.1 of the Code which requires retailers to advise customer's if they have not received the application of medically dependent consumer form

- Clause 53(2) of Part 11A Schedule 11A.1 of the Code which requires retailers to advise the customer that if it considers declining the application a process is to be followed if a confirmation of status form is not received.
- Clause 54(1) of Part 11A Schedule 11A.1 of the Code which requires that before declining the application, the retailer must request from the applicant a confirmation of status form

On 13 March 2026, the Authority appointed an investigator to investigate the alleged breaches under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations).

Under Regulation 16, the investigator must promptly notify the industry participant alleged to have breached the Code of the allegations that are being investigated. On 20 March 2026, the investigator gave Pulse Energy Alliance LP such notice.

Under Regulation 17, at the same time as the investigator sends a notice under Regulation 16, the investigator must publicise the information about the matter under investigation, including the content of the notice given under that regulation. This notice publicises the information about the matter under investigation, and a copy of the notice given under Regulation 16 is attached.

Any participant that considers it is affected by the matter being investigated and that wishes to become a party to this investigation, should notify the investigator within 10 working days after the date on which this notice is published (by 5pm, 7 April 2026).

The investigator can be contacted, citing the reference **2512PUNZ1** in the subject line, by email at compliance@ea.govt.nz, or at:

Compliance Investigator

Electricity Authority - Te Mana Hiko

Level 7, AON Centre

1 Willis Street

PO Box 10041

Wellington 6011