

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

<b>Date</b>	20 March 2026
<b>Addressee</b>	Glo-Bug Limited
<b>Subject</b>	On 3 September 2025, the Authority alleged Glo-Bug Limited (Glo-Bug) had breached several clauses of the Code, in relation to the accuracy of its reconciliation submissions.
<b>Investigator</b>	Investigator appointed under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations)
<b>Notifying industry participant</b> Electricity Authority	
<b>Clauses allegedly breached</b> Part 15 clause 15.2(1) and Part 15 clause 15.2(2) of the Electricity Industry Participation Code 2010 (Code).	
<b>Circumstances of alleged breaches</b> The issues identified in the Authority's reconciliation participant audit of Glo-Bug include: <ul style="list-style-type: none"><li>• incorrect assignment of submission profiles to meter registers</li><li>• a number of ICP meter registers are missing from Glo-Bug's reconciliation system and are excluded from submission</li><li>• volume corrections for some meters were not applied and were therefore excluded from submission</li><li>• agreed switch event readings were not applied for reconciliation for some ICPs</li><li>• a number of ICPs with historic inactive consumption were not corrected, resulting in these this consumption being excluded from submission past the 14 month revision.</li></ul>	

**Date and time of alleged breaches**

from 1/07/2024 12:00

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 breach of the Electricity Industry Participation Code 2010 by Glo-Bug Limited

On 3 September 2025, a non-participant alleged that Glo-Bug Limited had breached Part 15 clause 15.2(1) and Part 15 clause 15.2(2) of the Electricity Industry Participation Code 2010 (Code).

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 Glo-Bug Limited 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 **2509GBUG1** in the subject line, by email at [compliance@ea.govt.nz](mailto:compliance@ea.govt.nz), or at:

Compliance Investigator  
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