

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

Date	13 May 2026
Addressee	Contact Energy Limited
Subject	Two buildings at a hospital in Auckland have been unmetered since they were constructed in 2017 and 2024
Investigator	Investigator appointed under Regulation 12 of the Electricity Industry (Enforcement) Regulations 2010 (Regulations)
Notifying industry participant Contact Energy Limited Electricity Authority	
Clauses allegedly breached Part 10 clause 10.24(b) of the Electricity Industry Participation Code 2010 (Code).	
Circumstances of alleged breaches In October 2024 Contact identified that the metering installations at a hospital in Auckland were not measuring the electricity conveyed through the ICP since new buildings were constructed in 2017 and 2024. Contact notified the Authority on 28 March 2025.	
Date and time of alleged breaches From June 2017	
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 Contact Energy Limited (Contact)

In October 2024 Contact identified that the metering installations at a hospital in Auckland were not measuring the electricity conveyed through the ICP since new buildings were constructed in 2017 and 2024. Contact notified the Authority on 28 March 2025.

On 6 May 2026, the Authority appointed an investigator to investigate the alleged breach of clause 10.24(b) of Part 10 of the Code 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 allegation that is being investigated. On 13 May 2026, the investigator gave Contact Energy 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, 27 May 2026).

The investigator can be contacted, citing the reference **2503CTCT1** 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

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