

25 September 2023

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your request, received on 7 September 2023, for the following information under the Official Information Act 1982 (the Act):

- *“Minutes of the March 2008 Cabinet Business Committee, CAB Min (08) 8/6, about monitoring of disconnections*
- *The consultation paper from a 2008 or 2009 Electricity Commission consultation, titled something like: "update to the Guideline on arrangements to assist medically dependent consumers and the Guideline on arrangements to assist low income domestic consumers"*
- *The decision paper following that consultation.”*

Request for Cabinet minutes

This part of your request is not held by us but is believed to be held by the Ministry of Business, Innovation, and Employment (MBIE). We have transferred this part of your request to MBIE. If you do not hear from MBIE concerning this part of your request, please email oi@mbie.govt.nz.

Request for consultation paper

The Authority has identified information within the scope of your request on the National Library of New Zealand’s Archived version of the Electricity Authority’s website from 2018.

This includes:

- Consultation Paper: *Guideline on arrangements to assist vulnerable consumers and Guideline on arrangements to assist medically dependent consumers*. Prepared by the Electricity Commission. 7 October 2009.
<https://ndhadeliver.natlib.govt.nz/webarchive/20190430062048/https://www.ea.govt.nz/about-us/what-we-do/our-history/archive/dev-archive/consultations/retail-consultations/2009/guideline-on-arrangements-to-assist-vulnerable-consumers-and-the-guideline-on-arrangements-to-assist-medically-dependent-consumers/>
- *Proposed changes to the Guideline on arrangements to assist low income and vulnerable consumers*. 23 February 2009.

<https://ndhadeliver.natlib.govt.nz/webarchive/20190430062048/https://www.ea.govt.nz/about-us/what-we-do/our-history/archive/dev-archive/consultations/retail-consultations/2009/proposed-changes-to-the-guideline-on-arrangements-to-assist-low-income-and-vulnerable-consumers/>

As the information is publicly available via the links above, this part of your request is declined under section 18(d) of the Act.

Request for decision paper

This part of your request is declined under section 18(e) of the Act because the document does not exist or, despite reasonable efforts to locate it, cannot be found. Since 2005, under the former electricity regulator, the Electricity Commission (Commission), a guideline covering electricity retailers' treatment of vulnerable customers who are having difficulty paying their electricity bills has existed in a number of forms.

You will note from the links above, that the Commission sought comments from stakeholders in 2008 and 2009 about how the guideline could be improved. Following consultation, the original guideline was split into two guidelines: *Guideline on arrangements to assist vulnerable consumers* and *Guideline on arrangements to assist medically dependent consumers*. Despite reasonable efforts, the Authority has not been able to locate a decision document relating to this decision.

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.

If you wish to discuss this decision with us, please feel free to contact us by emailing oiia@ea.govt.nz.

Nāku noa, nā,

A handwritten signature in black ink, appearing to read 'Airihi Mahuika', with a long horizontal line extending to the right.

Airihi Mahuika
GM Legal, Monitoring and Compliance