

4 March 2024

s9(2)(a)

Your request

Thank you for your request, received on 18 December 2023, for the following information under the Official Information Act 1982 (the Act):

1. *“Each of the following, ideally by quarter, for as long as you have collected the data:*
 - a. *Number of customer enquiries about payment flexibility or payment deferral.*
 - b. *Customer invoices overdue by more than 30 days.*
 - c. *Number of customer accounts where invoice payment is more than 30 days overdue and the ICP supplied has not been scheduled for disconnection.*
 - d. *Total debt from customer accounts where invoice payment is more than 30 days overdue and the ICP supplied has not been scheduled for disconnection.*
 - e. *Disconnections of ICPs supplying customers (non-vacant ICPs).*
 - f. *Number of customer accounts sent disconnection warning notices.*
 - g. *Total debt from customer accounts where ICP disconnection is scheduled and has not yet been actioned.*
 - h. *Number of ICPs disconnected for non-payment for a period more than 24 hours.*
 - i. *Total number of ICPs disconnected for non-payment.*
 - j. *Total debt from customers disconnected for non-payment.*
 - k. *Number of customers on a deferred payment plan, with increased credit terms or with a revised payment due date (but not in arrears) as at reporting date.*
 - l. *Total customer debt written off during the period.*
 - m. *Number of customer accounts billed each month which are flagged as being medically dependent or vulnerable.*
 - n. *Number of instances of customers refused supply due to poor credit history*
 - o. *Number of customers refused supply due to poor credit history.*
2. *Each of the above, by retailer.*
3. *Through what mechanisms did you collect the data in (1)? Did retailers supply it voluntarily or are they obliged to provide it to the EA?”*

On 30 January 2024 we responded to most of your request and notified you of an extension of the time to make our decision, to 6 March 2024 for requests a, c, d, g, k, l and m to be broken down by retailer. This extension was necessary because the consultations this part of your request requires are such that a proper response could not reasonably be made within the original time limit.

Our decision

The Authority is withholding your request for information to be broken down by retailer (in particular your requests 2a, 2c, 2d, 2g, 2k, 2l and 2m), under:

- a. section 9(2)(b)(ii) of the Act to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information, and
- b. section 9(2)(ba)(i) of the Act to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied.

I am satisfied, in terms of section 9(1) of the Act, that the need to withhold the information referred to above is not outweighed by other considerations that render it desirable, in the public interest, to make the information available.

Your right to review

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

Please feel free to contact us by emailing oya@ea.govt.nz if you have any questions or wish to discuss any aspect of your request.

Nāku noa, nā,



Airihi Mahuika
GM Legal, Monitoring and Compliance