

5 November 2025

[Redacted]

Kia ora [Redacted]

Official Information Act request 25.110

Thank you for your Official Information Act 1982 (the OIA) request of 31 October 2025 for a copy of the statement provided by the Commission to the media regarding a Newsroom article discussing our investigation into SolarZero.

Our response

The verbatim wording of the media statement is enclosed as **Appendix A**.

Further information

We hope this response has been helpful. If you have any questions about this response, please do not hesitate to contact us at oia@comcom.govt.nz.

If you are unhappy with our response, you have the right to complain to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz.

Please note, the Commission may publish this response on our website as part of our proactive release process. All personal information will be redacted prior to publication.

Ngā mihi nui

[Redacted]

Adam McFerran
Senior Advisor | OIA & Information

Appendix A

The Commerce Commission has commenced a preliminary investigation, following concerns that SolarZero's and SZ Servicing Limited's conduct may have breached the Fair Trading Act.

We are currently in the assessment phase of our investigation and reviewing a number of recent complaints and related information.

We have had initial contact with the liquidator this month to update them that we are receiving a number of complaints and have opened a preliminary investigation.

The Commission has to date received 162 complaints in relation to SolarZero (66 of those being received post liquidation). Some of those recent complaints also mention SZ Servicing Limited.

The Commerce Commission weighs up a number of factors to determine the appropriate action during an investigation. Depending on our findings, several outcomes are possible, as set out in our [enforcement response guidelines](#).

Further information:

Following SolarZero being put into liquidation, SZ Servicing Limited was appointed to assume responsibility of billing, maintenance, and customer support for SolarZero related contracts.

Further information on our investigations process and enforcement responses available to the Commission can be accessed [here](#).

Released under the Official Information Act 1982