

9(2)(a)

14 September 2026

Dear [REDACTED]

Re: Official Information Act Request: Warmer Kiwi Homes

Thank you for your email on 3 September 2026, in which you requested information under the Official Information Act 1982. In summary, you requested:

'For each Service Provider delivering insulation installations under the Warmer Kiwi Homes Programme in the period specified above, I would like to receive:

- 1. The total number of insulation claims processed.*
- 2. The number (and resulting percentage) of those claims where eligibility was established on the basis of the homeowner holding a Community Services Card, rather than (or in addition to) residing in an NZDep 5–10 area.'*

A breakdown of the information requested can be found in **Appendix 1**.

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. Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://www.eeca.govt.nz/about/news-and-corporate/official-information/> with your personal information removed.

Yours sincerely



Murray Bell
Group Manager, Policy and Regulation