

Memo

To Parties requesting and providing consumption or tariff information
From Fraser Clark
Date 21 June 2016
Subject Obligations when providing consumption or tariff information (retail data project)
For your information

On 1 February 2016, the Electricity Authority (Authority), as part of the retail data project, implemented Code amendments that require retailers to provide:

- consumers, or their authorised agent (agent), with the consumer's electricity consumption data
- generally available retail tariff plans to any person upon request.

The Authority has been contacted by concerned parties with a number of issues about retailers providing (or not providing) information.

Consumption information

As a minimum, retailers providing consumption information must comply with the Code and the Authority's [procedures document](#).¹

Retailers should pay particular attention to the requirements, timeframes and manner in which information is released. Issues noted by the Authority include:

- information not being provided within five business days of the request. This timeframe is mandatory under the Code²
- incorrect format being provided. If EIEP 13A is requested, EIEP 13A must be used
- information not being provided electronically. Unless specified by the consumer or the agent, information should be provided electronically.

Agents should become familiar with the procedures document and Code requirements. The Authority encourages agents to use the EIEP transfer hub and EIEP 13C when requesting consumption information.³

Tariff information

Retailers are required to provide information about their generally available retail tariff plans to any person who requests the information.⁴ Issues noted by the Authority include:

¹ Clauses 11.32A to 11.32F.

² See the procedures document for further information about the start date of the five business days.

³ Information on the use of the hub and EIEPs is in the procedures document.

⁴ Clause 11.32G.

- information not being provided within five business days of the request. This timeframe is mandatory under the Code
- information not being easily accessible, or being limited to a single address. Retailers can provide the information in a manner or format it typically uses (such as in the format and manner provided to Powerswitch and/or on its website)⁵
- information not being released until the person requesting it discloses why they want the information. This is not permissible under the Code.

The Authority will be consulting on a voluntary standard file format for the provision of tariff information later in 2016.

If you have any questions relating to consumption or tariff information, please contact a member of the market operations team at marketoperations@ea.govt.nz.



Fraser Clark
Manager Market Services

⁵ Information on the decisions made by the Authority is available on the [retail data development](#) webpage.