

Notice: Retailer Financial Stress

Clause 2.16 Electricity Industry Participation Code 2010

Overview

Clause 2.16 of the Electricity Industry Participation Code 2010 (Code) enables the Electricity Authority (Authority) to publish a notice specifying information that a participant must, on a regular basis or as a result of an identified event, provide to the Authority.

This *retailer financial stress* notice is published under clause 2.16 of the Code.

The provision of the required information to the Authority as specified in the notice will assist the Authority to monitor the financial stress faced by consumers on an ongoing basis.

To whom the notice applies

This notice applies to all retailers who have at least 1,000 ICPs recorded on the registry on the last calendar day of the reporting month.

This is the sum of all 'active' and 'inactive' status ICPs recorded on the registry as being the responsibility of that retailer.

The date from which the notice applies

This notice applies from **1 October 2022**.

When the information needs to be provided

The required information must be provided to the Authority each month, by 5pm on the 10th business day of the month following the month to which the information relates.

The first month to which the notice applies is October 2022, ie. October 2022 data must be provided by 5pm on the 10th business day of November 2022.

The manner in which participants must provide the information

Participants who are required to comply with this notice must upload the required information to the Authority's Information Provision Platform at <https://info.ea.govt.nz/>. This is the manner in which participants must provide information to the Authority.

Information that must be provided

The information that participants are required to provide to the Authority under this notice is specified below, organised into eleven questions, A through K, and grouped according to five themes.

The information is to be provided for ICPs categorised as follows:

- (a) all residential connections, ie. ANZSIC code 000000 in the registry;
- (b) all industrial connections, ie. ANZSIC code starting with 'A' to 'F' in the registry; and
- (c) all other connections recorded on the registry but not covered by the categories above.

Theme 1: Period the information relates to

A. Month ending.

Theme 2: Customer enquiries

B. Number of customer enquiries about payment flexibility or payment deferral.

Theme 3: 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.

Theme 4: Disconnections of ICPs supplying customers (non-vacant ICPs)

- E. Number of customer accounts sent disconnection warning notices.
- F. Total debt from customer accounts where ICP disconnection is scheduled and has not yet been actioned.
- G. Number of ICPs disconnected for non-payment for a period more than 24 hours.
- H. Total debt from customers disconnected for non-payment.

Theme 5: Other information

- I. 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.
- J. Total customer debt written off during the period.
- K. Number of customer accounts billed each month which are flagged as being medically dependent or vulnerable.