Requests for consumer consumption information – EIEP13A, EIEP13B and EIEP13C

Procedures

Effective from 30 October 2026

Requests for consumer consumption information – EIEP13A, EIEP13B and EIEP13C procedures

Version control

Version	Date amended	Comments
1.0	9 June 2015	Final for publication.
1.1	15 September 2015	Clarification to paragraphs 8 and 10 to clarify 'available' information.
1.3	27 October 2015	Clarification to paragraphs 4 and 5 to clarify the information required under Code reference clause 11.32A. A few other related changes also made in document for consistency.
1.4	18 November 2015	Minor change to correct incorrect Code clause reference in paragraphs 17 and 23. These paragraphs incorrectly referred to Code reference 11.32B(4), when the correct Code reference is 11.32B(3).
1.5	18 February 2020	Changes to reflect amendments to Code Clause 11.32E.

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1. Introduction

What information must retailers provide?

1.1 Clauses 11.32A to 11.32F of the Electricity Industry Participation Code (the Code), require retailers to give a consumer information about their own consumption of electricity on request.

1.2 This document sets out procedures that apply to retailers when they respond to requests for consumption information. The document also contains information that will assist consumers and their authorised agents to request consumption information.

1.3 A "retailer" includes any participant that supplies electricity to any other person for any purpose other than for resupply by the other person. This definition includes retailers that purchase electricity from any other person to on sell to a consumer.

1.4 Any questions about this procedures document should be directed to the Authority's Consumer Mobility team by email to consumer.mobility@ea.govt.nz.

Code reference: clause 11.32A

1.5 If a retailer has supplied a consumer in the past 24 months, the retailer must give the consumer (or their authorised agent) the following information on request:

(a) information used by the retailer to calculate the amount of electricity conveyed to or from the consumer at each installation control point (ICP) where the retailer supplied electricity to the consumer

(b) information used by the retailer to provide a service to the consumer about the amount of electricity conveyed to or from the consumer at each of the ICPs where the retailer supplied electricity to the consumer.

1.6 An example of a service to a consumer is a secure website that provides consumption information. This consumption information could be non-half hour (NHH), half hour (HHR), or more granular information (eg, 15 minute interval consumption data).

1.7 A retailer must provide consumption information regardless of whether this information is validated or not.

1.8 Monthly aggregated consumption information will usually be 12 records a year. HHR consumption information will usually be 17520 records per year. More granular consumption information will be greater again (eg, 35,040 records per year for 15 minute interval metering information).

1.9 If used by the retailer, as described in paragraph 1.55, the retailer must provide both:

(a) import (consumption) and export (generation) information

(b) real and reactive energy information.

What if a consumer switches retailers?

1.10 The example included in Figure 1 shows a timeline that includes a retailer switch situation, where a consumer is initially supplied by Retailer A but later switches to Retailer B.

1.11 After the switch, Retailer A (the losing retailer in the example) is still required to hold consumption information for its former consumer, but for a diminishing period of time. Once

24 months have elapsed from the date of the switch, Retailer A has no further obligation to hold information for the consumer.[1]

1.12 Retailer B picks up the obligation to hold new information for the consumer it has won from Retailer A, starting from the switch date. The amount of information Retailer B is required to hold builds up until 24 months has elapsed from the switch date, at which point it must always retain at least the previous 24 months of information.

1.13 Within 24 months following a retailer switch, a consumer that seeks all of its consumption information will need to make at least two requests; one request each to Retailer A and Retailer B. Additional requests may be required to subsequent retailers if the consumer has switched more than once in the 24 month period. When aggregated, the information received by the consumer or their authorised agent should be contiguous across the switch date(s).

When must a retailer provide consumption information to a consumer?

Code reference: clause 11.32B

1.14 A request from a consumer or its authorised agent (collectively referred to in this document as the 'requester') will trigger a retailer's obligation to provide the consumer's consumption information held by a retailer.

1.15 Each retailer will need to design a business process to manage consumer requests for consumption information.

1.16 A retailer must provide the requested consumption information to the requester no later than five business days after receipt by the retailer of a complete application. A complete application must contain all information reasonably required by the retailer to verify the identity of the consumer to whom the request relates.

How can a consumer request its consumption information?

Code reference: clause 11.32B

1.17 A consumer must be able to request its consumption information by:

(a) phone call to the retailer

(b) written request to the retailer, transmitted by email or post.

1.18 In addition to the methods identified above, if the retailer has provided a suitable facility, a consumer may request their consumption information electronically, for example via a website or smartphone application.

1.19 If a consumer authorises an authorised agent to act on its behalf to request the consumer's consumption information from a retailer, the agent is encouraged to make the request by transmitting an electronic request formatted in accordance with Electricity Information Exchange Protocol (EIEP) 13C. Requests submitted using EIEP13C must be transmitted via a system specified in EIEP13C.[2]

Can a retailer charge a fee for providing consumption information?

Code reference: clause 11.32B(3)

1.20 A retailer must not charge a fee for responding to a request.

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[1] At least, the retailer has no further obligation *under this section of the Code*. See Clause 18 of Schedule 15.2 for archiving and storage of raw meter data.

[2] The Authority has prescribed the registry transfer hub as the EIE system.

1.21 A retailer may impose a reasonable charge only if the consumer (including any authorised agent acting on behalf of the consumer) has made more than 12 requests in the 12 month period before 1 June 2026.

1.22 If both EIEP13A and EIEP13B are requested via an EIEP13C, those requests must be counted as a single request for the purposes of subclause 11.32(B)(3) provided the requests are submitted on the same day.

When must a retailer advise its consumers of the availability of consumption information?

Code reference: clause 11.32C

1.23 At least once in each calendar year, a retailer must notify each of its consumers of the consumer's right to access their consumption information.

1.24 Retailers should notify their consumers using the method they normally use to communicate important information to individual consumers.

What must retailers do to keep information secure?

Code reference: clause 11.32D

1.25 Clause 11.32D requires the retailer to:

(a) be satisfied as to the identity of the consumer making the request for consumption information

(b) ensure that only the requester receives the information.

1.26 Each retailer must develop and implement processes that ensure that only the appropriate consumer or their authorised agent receives consumption information provided in accordance with clause 11.32B. Those processes must comply with the Privacy Act 2020 and should reflect good business practice.

1.27 For clarity, if the requester subsequently provides the consumer's information to any other party, these information security obligations become the responsibility of the requester.

What if the request comes from a consumer's agent?

Code reference: clause 11.32E

1.28 A consumer may authorise another person to act on their behalf to request the consumer's consumption information.

1.29 An authorised agent may request consumption information using EIEP13C. The request must specify whether information formatted in accordance with EIEP13A, EIEP13B or both EIEP13A and EIEP13B is required.

1.30 Where both EIEP13A and EIEP13B required using a single EIEP13C, the request must be counted as a single request for the purposes of subclause 11.32(B)(3) provided the requests are submitted on the same day.

What are the timeframes for responding to a request?

Code reference: clause 11.32E

1.31 Clause 11.32B requires that, if a valid request is made a retailer must give the information to the consumer or their authorised agent no later than five business days after the date on which the request is made.

1.32 Where a retailer receives a request via EIEP13C, it must, within two business days of receiving the request undertake all reasonable endeavours to satisfy itself that there are no grounds for refusing the request.

1.33 If the retailer considers, that that there are grounds for refusing the request, the retailer must, before refusing the request:

(a) consider whether further information could reasonably be provided by the authorised agent to satisfy the retailer; and

(b) request any such further information from the authorised agent.

1.34 A request for further information from an authorised agent must be made within two business days of the receipt of the request.

1.35 If a retailer after receiving further information does not consider that there remain any grounds for refusing the request, the retailer must provide the information requested within five business days as calculated from the time the retailer receives the further information.

What format and transfer method must the retailer use to provide consumption information?

Code reference: clause 11.32F

1.36 Clause 11.32F(1) requires the Authority to publicise, and keep publicised, procedures for responding to consumer requests for consumption information.

1.37 The Authority's published procedures consist of:

(a) this document

(b) EIEP13A, which specifies the electronic format that must be used when providing detailed consumption information to consumers or their authorised agents.

(c) EIEP13B, which specifies the formats that must be used when providing summary consumption information to consumers or their agents.

(d) EIEP13C, which specifies the format that may be used to request a consumer's consumption information from a retailer.

1.38 EIEP13A, EIEP13B and EIEP13C are published on the Authority's website.[3]

2. EIEP13A: Detailed electricity consumption information for consumers (non-half hour, half hour or sub half hour)

2.1 EIEP13A:

(a) is a file format used by a retailer to respond to a consumer or its authorised agent for the consumer's consumption information

(b) is designed as a standardised information exchange format to report a consumer's detailed, including non-half-hour (NHH), half-hourly (HHR) or more granular consumption information where available to the retailer

(c) specifies the format and technical requirements for the standardised exchange of consumption information

(d) provides for detailed consumption information to be reported as a date and time series

[3] See http://www.ea.govt.nz/operations/retail/eiep/regulated-electricity-information-exchange-protocols/

(e) provides for the retailer to reject an invalid request and return a response identifying the reason for rejection

(f) may requested by consumers or their authorised agents

(g) is transmitted electronically using a system specified in EIEP13C[4]

2.2 Further information about EIEP13A, EIEP13B and EIEP13C can be found on the Authority's website.[5]

3. EIEP13B: Summary consumption information

3.1 EIEP13B:

(a) is a file format used by a retailer to respond to a request from a consumer or authorised agent for the consumer's summary consumption information is designed as a standardised information exchange format to support the consistent provision of summary consumption information

(b) specifies a format and technical requirements for the standardised exchange of consumption information

(c) provides for summary consumption information to be reported as a date and time series

(d) provides for a retailer to reject an invalid request and return a response identifying the reason for the rejection

(e) may be requested by consumers or their authorised agents

(f) may be provided electronically or in hard-copy, depending on the method requested by the consumer

(g) is transmitted electronically using a system specified in EIEP13C where requested by an authorised agent using EIEP13C.

3.2 Further information about EIEP13A, EIEP13B and EIEP13C can be found on the Authority's website.

4. EIEP13C: Electronic request format for EIEP13A or EIEP13B

4.1 EIEP13C will be in use from 1 April 2027

4.2 EIEP13C:

(a) is a format used to request consumption information from a retailer

(b) is designed for use by a consumer or their authorised agent when requesting consumption information on behalf of a consumer specifies the formats and technical requirements for requesting consumption information from a retailer

(c) provides for requests for information formatted in accordance with EIEP13A, EIEP13B or both

(d) provides for retailers to accept or reject requests and return responses identifying the outcome of the request

(e) is transmitted electronically using a system specified in EIEP13C.

4.3 Agents should use the most recent version of EIEP14C when submitting a request.

[4] The Authority has prescribed the registry transfer hub as the EIE system.

[5] The Authority has prescribed the registry transfer hub as the EIE system.

4.4 Until 1 April 2027, the requestor and retailer should use a previous version of EIEP13C if doing so would facilitate the continued operations of the requestor while it implements the newest version of EIEP13C.

Accepting and rejecting a request

4.5 If a retailer receives an EIEP13C-formatted request, the retailer must assure itself that the EIEP13C format has been complied with.

4.6 If the retailer determines that the request is valid (i.e. accepted), it must transmit an electronic file containing the information to the requester, formatted using an EIEP13A and/or EIEP13B file format matching the file(s) that was requested, within 5 business days of receipt.

4.7 If the retailer determines that the request is invalid (rejected), it must transmit an electronic file containing the rejection information to the requestor, within 2 business days of the request being made.

4.8 The response, whether an acceptance or a rejection, must be transmitted to the requester via the EIE system.

Figure 1 – Example timeline showing consumption information that must be held and incorporating a retailer switch

Note: This example relates to a new consumer starting from 1 February 2016

					HOW MUCH CONSUMER CONSUMPTION INFORMATION MUST BE HELD BY A RETAILER?								
	YYYY	MM	DD		RETAILER A				RETAILER B				CONSUMER INFORMATION ACCESS
Example Start Date	2016	1	1										
Date	Year	Month	Day	Elapsed months from Start Date	Status	Start date of information to be held (inclusive)	End date of information to be held (inclusive)	Maximum number of months of information to be held	Status	Start date of information to be held (inclusive)	End date of information to be held (inclusive)	Maximum number of months of information to be held	Number of months of historic information that can be requested NB: If a switch date, may require consumer requests to both retailers
1/01/16	2016	1	1	0	Retailer A starts supplying the consumer	1/01/16							0
1/02/16	2016	2	1	1	Consumer information building up with Retailer A	1/01/16	31/01/16	1					1
1/03/16	2016	3	1	2		1/01/16	29/02/16	2					2
1/04/16	2016	4	1	3		1/01/16	31/03/16	3					3
...	...	...	...	...		...	...	...					...
1/12/17	2017	12	1	23		1/01/16	30/11/17	23					23
1/01/18	2018	1	1	24	Steady state operation after consumer has been with Retailer A for more than 24 months	1/01/16	31/12/17	24					24
1/02/18	2018	2	1	25		1/02/16	31/01/18	24					24
1/03/18	2018	3	1	26		1/03/16	28/02/18	24					24
1/04/18	2018	4	1	27		1/04/16	31/03/18	24					24
...	...	...	...	...		...	...	...					...
1/01/19	2019	1	1	36	Retailer A stops supplying the consumer	1/01/17	31/12/18	24	Retailer B starts supplying the consumer	none	none	0	24
1/02/19	2019	2	1	37	Consumer information winding down with Retailer A	1/02/17	31/12/18	23		1/01/19	31/01/19	1	24
1/03/19	2019	3	1	38		1/03/17	31/12/18	22		1/01/19	28/02/19	2	24
1/04/19	2019	4	1	39		1/04/17	31/12/18	21	Consumer information building up with Retailer B	1/01/19	31/03/19	3	24
...	...	...	...	...		...	...	...		...	...	...	...
1/11/20	2020	11	1	58		1/11/18	31/12/18	2		1/01/19	31/10/20	22	24
1/12/20	2020	12	1	59		1/12/18	31/12/18	1		1/01/19	30/11/20	23	24
1/01/21	2021	1	1	60	Retailer A obligation to hold consumer information ceases	none	none	0	Steady state operation after consumer has been with Retailer B for more than 24 months. And so on..	1/01/19	31/12/20	24	24
1/02/21	2021	2	1	61						1/02/19	31/01/21	24	24
1/03/21	2021	3	1	62						1/03/19	28/02/21	24	24