

Appendix A Amended clause 2.16 notice

This retail data notice is published under clause 2.16 of the Electricity Industry Participation Code 2010 (Code). This notice applies from [].

Overview

Clause 2.16(1) of the Code enables the Electricity Authority Te Mana Hiko (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.

The provision of the required information to the Authority as specified in this notice will enable the Authority carry out its functions referred to in section 45(a) of the Electricity Industry Act 2010 (the Act), including undertaking and monitoring the effectiveness of market facilitation measures (including the mandated Consumer Care Guidelines), and undertaking industry and market monitoring on an ongoing basis.

To whom the notice applies

This notice applies to all retailers as defined in section 5 of the Act. Retailers who have less than 1000 domestic and small business consumer ICPs (combined) are exempt from the requirements in tables 1a, 1b, 2a, 2b and 3 and from question 1 in the retailer aggregated questions.

Purpose for collection

The Authority intends to use the information for the following purposes:

- (a) monitor compliance with this Act (including [Part 3](#)), the regulations, and the Code
- (b) undertake and monitor the operation and effectiveness of market-facilitation measures under [section 16\(1\)\(f\)](#)
- (c) undertake industry and market monitoring, and carry out any other function referred to in [section 16\(1\)\(g\)](#).

When the information needs to be provided

Information is to be submitted monthly on an ongoing basis. Each month's data is due on the last day of the following month ie, April's data is due on 31 May. If a participant is unable to meet their deadline, they must let the Authority know in advance.

The manner in which retailers must provide the information

Retailers 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/> or such other method mutually agreed in writing with the Authority.

Information that must be provided

The request is applicable to **domestic** and **small business consumers** only.

Section 5 of the Act defines a **small business consumer** as a consumer that is not a domestic consumer and—

- (a) that is in a class specified in regulations made under section 113A; or
- (b) if no such regulations have been made, that consumes less than 40 MWh of electricity per year

While a **domestic consumer** means a person who purchases or uses electricity in respect of domestic premises.

If you do not have a full 12 months of consumption data, please include a business account if annual consumption will likely be below 40 MWh based on current consumption.

Exclude all ICPs associated with a customer account who is not a domestic consumer or small business consumer.

Only include data from installation control points (ICPs) with an associated customer identifier that was active during the customers' payment cycle that falls within the requested month (ie, exclude vacant properties).

Every column that requests a price should be exclusive of GST unless stated otherwise.

Table 1 (a): General – billing data

This table 1(a) and 1(b) collects customer level data on a customer's contract details, specific circumstances, and generic information related to billing.

Data submitted should be for billing data in which the last day of the payment cycle falls within the month for which data is requested. For example, if a payment cycle 20 March to 19 April for electricity consumption should be submitted by end of May as part of April's data. For payment cycles shorter than a month, enter each relevant payment cycle as a separate row.

Prepay customer data should correspond to the month requested. For example, payments made between 1 April and 30 April, and electricity consumption between 1 April and 30 April should be submitted by end of May as part of April's data.

Table 1(a) is intended to capture billing information related to electricity. We therefore expect retailers to report at the level they bill customers. That is, if billing is issued by ICP, then this should be provided by ICP. However, if billing is issued at an account level, then this should be reported by customer account, with ICP provided where appropriate. Include multiple rows per account if multiple bills were issued in a month (e.g. payment cycle shorter than one month).

Customer identifier is a required field for this table, ICP is not a required field.

For Table 1(a) if there are multiple ICPs attributed to a customer's account than either;

- (a) if separate bills for each ICP was issued, enter multiple rows for the customer, one for each ICP and billing period
- (b) if a combined bill was issued to the account, enter one row for each customer and billing period, and leave ICP blank

Ref no.	Column	Data format	Definition
T1a.1	Customer identifier	Character	Identifier for an individual customer. You may use whichever combination of numbers or characters you use internally to identify a unique customer, for example

Ref no.	Column	Data format	Definition
			<p>this may be an account number. If this identifier contains personal identifying information on the customer create an anonymous identifier.</p> <p>This identifier should remain the same for the same customer where possible, regardless of situations such as leaving then rejoining the retailer.</p>
T1a.2	Business account	Boolean	<p>Flag for whether this is a business account. Answer '1' if this is a business account, enter '0' otherwise (i.e. a domestic account).</p> <p>If guidance is needed on how to categorise an account, small business accounts will usually be associated with at least one ICP which has a category 1 or 2 metre and an ANZSIC code excluding those relating to central or local government and other utility services. Domestic customers will usually be associated only with ICPs which have a category 1 meter and no ANZSIC code.</p>
T1a.3	Retailer name	Character	Name of retailer who serves this customer account. The name should match the name in the Electricity Authority Participant register.
T1a.4	Brand name	Character	Name of retailer brand which the customer signed up to for their electricity supply to this account.
T1a.5	Payment cycle start date	Datetime	Start date of payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.
T1a.6	Payment cycle end date	Datetime	End date of payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.
T1a.7	ICP	Character	<p>Installation Control Point number.</p> <p>Leave blank if not applicable, for example, the billing to this account is for multiple ICPs</p>
T1a.8	Payment plan	Boolean	<p>A payment plan means there is an agreed plan between a retailer and a customer who is anticipating or experiencing payment difficulty, for payment in relation to the supply of electricity to that customer</p> <p>Answer '0' if the account is not on a payment plan and '1' if the account is on a payment plan.</p>

Ref no.	Column	Data format	Definition
T1a.9	Prepaid	Boolean	<p>Prepaid means there is an agreement between a retailer and a customer that requires the customer to pay the retailer for electricity before the electricity is consumed, and uses a meter with a prepayment mode, or a system integrated with a meter with a prepayment mode, to affect an electrical disconnection if the customer's pre-paid credit expires.</p> <p>Answer '0' if the account is not on a prepaid agreement and '1' if the account is on a prepaid agreement.</p>
T1a.10	MDC	Boolean	<p>A medically dependent customer (MDC) means a customer who depends on mains electricity for critical medical support, such that loss of electricity supply may result in loss of life or serious harm, including a customer who depends on medical or other electrical equipment to support a medical treatment regime (which may include use of a microwave to heat fluids for renal dialysis and similar use of electrical equipment).</p> <p>Answer '0' if there are no MDC associated with this account and '1' if there is an MDC at this account.</p>
T1a.11	Mobile	Boolean	Whether the customer is paying for mobile on this account. Answer '0' if no, '1' if yes.
T1a.12	Internet	Boolean	Whether the customer is paying for internet on this account. Answer '0' if no, '1' if yes.
T1a.13	Gas	Boolean	Whether the customer is paying for natural gas on this account. Answer '0' if no, '1' if yes.
T1a.14	LPG	Boolean	Whether the customer is paying for bottled or reticulated LPG (Liquefied Petroleum Gas) on this account. Answer '0' if no, '1' if yes.
T1a.15	Other	Character	List any other service or utility that is not electricity, mobile, internet, gas or LPG that the customer is paying for on this account. For example, 'landline and home phone'. Leave blank if you do not supply any additional services.

Ref no.	Column	Data format	Definition
T1a.16	Opening Balance	Double	Balance at start of the payment cycle (or start of month for prepay customers). For example, if the customer owes \$100 total at start of the payment cycle set this field to '100'. If the customer does not owe any amount eg, if they paid their last bill on time, set this field to '0'. If the customer is in credit (eg, prepay or overpaid previous month) indicate this with a negative sign eg, if the customer has \$50 credit remaining on their account set this field to '-50'.
T1a.17	Billed total	Double	Total amount billed to the account over the payment cycle after all credits, deductions and fees were applied.
T1a.18	Electricity revenue	Double	Total amount billed to the account for electricity over the payment cycle before any credits, deductions and fees were applied. This should be equal to the customer's rates multiplied by the customer's consumption plus any fixed charges (such as a daily rate) for supply of electricity. Use discounted rates eg, if electricity is charged at \$0/kWh during off peak periods this is part of the set of rates applied to an ICP.
T1a.19	Other services revenue	Double	Total amount billed to the account for any service other than electricity over the payment cycle before any credits, deductions and fees were applied. Leave blank if billed total relates to electricity services only.
T1a.20	Export revenue	Double	Total payment from the retailer to the account for any energy exported. Leave blank if this account does not export energy to the grid.
T1a.21	Discounts	Double	Total of any discounts and credits applied to this account over the payment cycle, excluding prompt payment discounts. If no discounts or credit applied for this payment cycle set to '0'. For avoidance of doubt a discount or credit: <ul style="list-style-type: none"> a) Must be applied by the retailer b) will not include discounted rates eg, if electricity is charged at

Ref no.	Column	Data format	Definition
			<p>\$0/kWh during off peak periods this is not a discount but another rate as part of the set of rates applied to an ICP.</p> <p>c) does not include any credit included in the opening balance</p>
T1a.22	Incentive flag	Boolean	<p>An incentive means a benefit to a customer other than a discount or credit, and which is not reflected in a bill. Examples include free appliances and subscriptions.</p> <p>If the customer has received any incentive(s) during this payment cycle which has not been captured by the 'Discount' field, then this incentive field should be set as '1', and if no incentive has been given it should be set as '0'.</p>
T1a.23	Prompt payment discount	Double	Lump sum of any prompt payment discount(s) applied to the account. Eg, if discounted \$10.00 answer '10', if not discounted answer '0'.
T1a.24	Prompt payment discount previously applied	Integer	<p>Whether the prompt payment discount was applied to the previous bill following the last data submission ie, whether the customer benefited from the discount by paying by the due date.</p> <p>This has been set as an integer so for payment cycles less than a month the number of bills the discount was applied to can be input.</p> <p>Eg, if the discount was applied to the last monthly bill that was submitted in the previous months data request, answer 1, if it was not applied answer 0. If the discount was applied to two fortnightly bills that were submitted in the previous months data request answer 2, if the discount was only applied to one bill answer 1, if none answer 0.</p>
T1a.25	Late payment penalty	Double	<p>A late payment penalty means a type of fee that is payable as a result of an amount due to the retailer not being paid by the due date.</p> <p>Enter the total value of late payment penalties charged to the account. Eg, if penalised \$10.00 answer '10'.</p>
T1a.26	Disconnection fees	Double	Disconnection fee means a type of fee that is payable as a result of the disconnection. Enter the amount of any

Ref no.	Column	Data format	Definition
			disconnection fee. If a disconnection fee was waived, enter 0. Leave blank if no disconnection fee charged.
T1a.27	Reconnection fees	Double	Reconnection fee means a type of fee that is payable as a result of the reconnection. Enter the amount of the reconnection fee. If reconnection fee waived, enter 0. Leave blank if there was no reconnection fee charged
T1a.28	Other fees	Double	Total fees applied to the account over the payment cycle excluding late payment penalties, disconnection and reconnection fees. If no other fees charged for this payment cycle enter '0'. Fees mean any fees that a retailer charges a customer under a contract for the supply of electricity and/or provision of distribution services, other than for the electricity supplied or distribution services provided. These include charges and penalties.
T1b.29	Net import lines charges	Double	Portion of total billed that is passed to EDBs to cover the costs of connection to the distribution network in order to import electricity to the ICP(s) associated with this account. If there is not an exact value available (e.g. EDBs charge by GXP) then an estimate will suffice. Eg, if charges \$10.00 answer '10'. Import line charges should be net of any distributor discounts and dividend payments. The definition of discount is consistent with the definition of discount and customer rebate for EDBs given by the Commerce Commission.
T1b.30	Net export lines charges	Double	Portion of total billed that is passed to EDBs to cover the costs of connection to the distribution network in order to export electricity from the ICP(s) associated with this account. If there is not an exact value available (e.g. EDBs charge by GXP) then an estimate will suffice. Eg, if charges \$10.00 answer '10'. Export line charges should be net of any distributor discounts and dividend

Ref no.	Column	Data format	Definition
			payments. The definition of discount is consistent with the definition of discount and customer rebate for EDBs given by the Commerce Commission
T1a.31	GST	Double	Total GST charged by the retailer to the account over the payment cycle excluding customer's export GST.
T1a.32	Export GST	Double	For cases where a customer receives export revenue and is registered for GST enter the GST amount for export revenue over the payment cycle. Leave blank if this ICP does not export energy to the grid.

Table 1 (b): General – ICP level data

Table 1 (b) is intended to capture data specific to an ICP. Both ICP and customer identifier are required fields. More than one row will be needed per ICP if payment cycle is shorter than one month, or if the customer at the ICP changed during the month.

Row no.	Column	Data format	Definition
T1b.1	ICP	Character	Installation Control Point number
T1b.2	Customer identifier	Character	Identifier for an individual customer. You may use whichever combination of numbers or characters you use internally to identify a unique customer, for example this may be an account number. If this identifier contains personal identifying information on the customer create an anonymous identifier. This identifier should remain the same for the same customer where possible, regardless of situations such as leaving then rejoining the retailer.
T1b.3	Retailer name	Character	Name of retailer who serves this ICP. The name should match the name in the Electricity Authority Participant register.
T1b.4	Brand name	Character	Name of retailer brand customer signed up to for their electricity supply to this ICP.

Row no.	Column	Data format	Definition
T1b.5	Product offering name	Character	Name of plan(s)/membership(s) applied to the ICP.
T1b.6	Payment cycle start date	Datetime	Start date of payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.
T1b.7	Payment cycle end date	Datetime	End date of payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.
T1b.8	Fixed Term	Boolean	A fixed term contract means there is an agreement between the customer and the retailer for the supply of electricity at this ICP for a fixed term, such as being subject to an early termination fee. Answer '0' if this ICP is not associated with a fixed term contract, '1' if there is a fixed term contract associated with this ICP.
T1b.9	Low user	Boolean	Used to distinguish whether plan at ICP is for low or standard user (as defined by regulation). Answer '0' if not a low user, answer '1' if is a low user.
T1b.10	Currently available	Boolean	Are the rates at the ICP generally available to new customers in the network pricing region who have the same metering configuration? Answer '0' for no, '1' for yes.
T1b.11	Total Consumption	Double	Total consumed (kWh) by this ICP in this payment cycle.
T1b.12	Total Export	Double	Total exported (kWh) by this ICP in this payment cycle. Leave blank if this ICP does not export energy to the grid.

Table 2a Electricity Rate and Consumption

This table collects information at an ICP and customer level regarding a customer's usage rates and electricity consumption. Both ICP and customer identifier are required fields.

Each row of this table will relate to a rate, most likely consumption rates (\$/kWh) and daily fixed charges, though any other rate related to supply of electricity may be included. Please include discounted rates, including periods of free consumption.

Row no.	Column	Data format	Definition
T2a.1	ICP	Character	Installation Control Point number
T2a.2	Customer identifier	Character	Identifier for an individual customer. You may use whichever combination of numbers or characters you use internally to identify a unique customer, for example this may be an account number. If this identifier contains personal identifying information on the customer create an anonymous identifier.
T2a.3	Payment cycle start date	Datetime	Start date of payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.
T2a.4	Payment cycle end date	Datetime	End date of payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.
T2a.5	Rate name	Character	Internally used name for any rate charged. For example, 'night', 'daily', 'free hour' or 'anytime24' or 'hot water' "daily fixed charge"
T2a.6	Rate	Double	Rate is the unit price charged at the ICP as dollars per unit eg, if the rate is \$0.34 per kWh answer '0.34', if the rate is free answer '0'. If the rate is \$1.38 per day answer 1.38. Enter each rate applied to ICP in a separate row. If the rate varies based on real time spot prices on the wholesale electricity market enter the volume weighted average rate for the period. Incentives to consumers to reduce usage should be entered as a negative rate (e.g. \$2 per kWh reduced should be entered as -2).
T2a.7	Unit of Measurement	Character	Unit of measurement for the rate, if unit is \$/kWh answer 'kWh'. If daily fixed charge answer 'day' etc. If the unit is reduced kWh enter '-kWh'.
T2a.8	Spot Price	Boolean	Whether this rate varies based on real time spot prices on the wholesale electricity market. Enter '1' if this rate varies based on spot price, '0' if not.
T2a.9	Load control	Boolean	Use one or more of the following letter categories to outline if this ICP has controllable load: N – none D – distributor R – retailer T – third-party If more than one category applies enter all relevant codes as a single string ie if there is load controllable by distributor and retailer enter

Row no.	Column	Data format	Definition
			'DR'. The order of the categories does not matter.
T2a.10	Time of Use	Boolean	Whether the rate a customer pays only applies based on time of use (either time of day or type of day (weekday/weekend)). Enter '1' if this rate is based on time of use and enter '0' otherwise.
T2a.11	Time of Day	Character	Range of hours within which any time of day rates would or could apply, written as 24-hour time e.g. '9:00-18:00'. If this time changes from day to day write the possible hours in which the tariff could apply e.g. '10:00-16:00, 20:00-22:00'.
T2a.12	Weekend	Boolean	If the rate applies to the weekend. 0-No, 1-Yes
T2a.13	Weekday	Boolean	If the rate applies to the weekday. 0-No, 1-Yes
T2a.14	Profile code	Character	The profile code is that same as the profile code as defined by the Reconciliation Manager eg, 'HHR', 'RPS', 'UML', etc.
T2a.15	Flow direction	Character	Please enter either I or X for which way the electricity is flowing from the ICP. Either X for Consumption or I for Injection
T2a.16	Actual	Boolean	Used to differentiate whether the consumption is from a meter read or estimated. Answer '0' if estimate, '1' if meter read.
T2a.17	Energy	Double	Total consumed (kWh) for the payment cycle period for this rate. If this rate does not apply to consumption e.g. it is a daily rate for no specific kWh of consumption leave this field blank. However, do enter kWh consumed for periods with a free rate (Free hour of power, free day of power, free weekend etc.)
T2a.18	Unit total	Double	Value for any unit of measurement excluding energy (kWh), such as number of days the fixed daily rate should be applied to. Estimated reduced consumption for incentives to reduce consumption (such as Octopus's Saving Sessions) should be entered here.

Table 2b Half Hourly Consumption

This table collects information at an ICP and half hourly electricity consumption. ICPs with no half hourly consumption data should be excluded from this table.

Row no.	Column	Data format	Definition
T2b.1	ICP	Character	Installation Control Point number
T2b.2	Consumption date	Datetime	Date of consumption for the ICP. Please submit in 'YYYY/MM/DD' format.
T2b.3	Flow direction	Character	Please enter either I or X for which way the electricity is flowing from the ICP. Either X for Consumption or I for Injection
T2b.4	Periods 1-50	Double	Columns labelled 1 to 50 for half hourly consumption (kWh). For trading periods with no consumption (e.g. due to disconnection) enter 0.

Table 3 Disconnection

This table applies only to current customers who were or are disconnected from electricity due to non-payment or in the case of prepay disconnected due to insufficient credit.

If the initial reason for a disconnection was non-payment it must be entered even if the ICP is later classified as vacant and is not reconnected.

Ref no.	Column	Data format	Definition
T3.1	ICP	Character	Installation Control Point number
T3.2	Customer identifier	Character	Identifier for an individual customer. You may use whichever combination of numbers or characters you use internally to identify a unique customer, for example this may be an account number. If this identifier contains personal identifying information on the customer create an anonymous identifier.
T3.5	Manual disconnection	Boolean	If the disconnection was done manually ie, requiring a site visit Answer '0' if no '1' if yes.
T3.6	Manual reconnection	Boolean	If the reconnection was done manually ie, requiring a site visit. Answer '0' if no '1' if yes. Leave blank if there was no reconnection
T3.7	Disconnection date	Datetime	Date and time of any disconnection that occurred during the payment cycle. Use 'YYYY/MM/DD HH:MM:SS' 24-hour time format eg, 2023/04/14 16:30:00. If there is no time component available only submit using 'YYYY/MM/DD' format eg, 2023/04/14.
T3.8	Reconnection date	Datetime	Date and time of any reconnection that occurred during the payment cycle. Use 'YYYY/MM/DD HH:MM:SS' 24-hour time format eg, 2023/04/14 16:30:00. If there is no time component available only submit using

Ref no.	Column	Data format	Definition
			'YYYY/MM/DD' format eg, 2023/04/14. Leave blank if there was no reconnection

Retailer aggregated questions

These questions collect information regarding usage of load control/flexibility service for all customers, and customer complaints, proactive support for customers in payment difficulty, and refusal of service for domestic and small business consumers.

Answers should contain data that falls within the first and last day of the requested month.

Question 1: Load control and flexibility services

If you used or provide a load control/flexibility service, enter the details of that service(s) in the table below

You may answer this at a yearly aggregate level if you cannot answer this monthly.

A flexibility provider is a user who provides flexibility services by making temporary changes to the way they or their customers consume, generate, or store electricity when requested.

Ref no.	Column	Data format	Definition
M1.1	Retailer name	Character	Name of retailer who is associated with these agreements. The name should match the name in the Electricity Authority Participant register.
M1.2	Brand name	Character	Retail brand which is associated with these agreements. Leave blank if not relevant
M1.3	Type	Character	Please enter a row with 'Total' and then a row for each type of load control applicable eg, EV, hot water, export (including solar), non-EV batteries, other.
M1.4	Month	Character	Month which the data applies to. Please enter with the format 'MM-YYYY'
M1.5	Annual	Boolean	Please enter '1' if this data is a yearly aggregated total, and '0' if this is the monthly total.
M1.6	Agreements	Integer	Number of agreements with flex providers

M1.7	Amount paid	Double	Amount paid to flex providers for load control/flexibility services
M1.8	Purpose	Character	Please use the following letters to indicate what this type of load control is used for. Please enter all letters that apply: C- Avoid congestion R- Add reserve O- Manage outages W- avoid high wholesale prices D- avoid distribution peak prices
M1.9	Total Capacity	Character	Total capacity of load control
M1.10	Capacity Unit	Character	The unit of measurement used to express total capacity (i.e. kW or kWh?)
M1.11	Actual amount		Actual amount of load controlled used
M1.12	Amount unit		The unit of measurement used to express actual amount of load control (i.e. kW or kWh?)

Questions 2 to 9 can be submitted using the below table format.

Ref no.	Column	Data format	Definition
M2.1	Retailer name	Character	Name of retailer as recorded in the Electricity Authority Participant register.
M2.2	Brand name	Character	Name of the retail brand, leave blank if not relevant
M2.3	Month	Character	Month which the data applies to. Please enter with the format 'MM-YYYY'
M2.3	Question Number	Character	Question being answered (e.g. 2c)
M2.4	Business	Boolean	Enter '1' if the answer relates to small business accounts only, and '0' if the answer relates to domestic customers only. Leave blank for questions where this is not relevant
M2.5	Response	Double	Numerical value which answers the question
M2.6	Unit	Character	The measurement units used to express the response, where applicable. (e.g \$)

Question 2: Debt and Arrears

For the month, what is the sum of:

- (a) all arrears written off
- (b) all debt passed to a debt collection agency for retrieval
- (c) Do the arrears written off include debt passed to a debt collection agency?
Enter 1 for yes, and 0 for no.

Question 3: Credit checks

What is the number of individuals refused electricity supply because of failed credit checks / creditworthiness?

Please specify by small business customers and domestic customers

Question 4: Bonds

- (a) How many customers were charged a bond this month?
- (b) What was the average value of the bonds charged this month?

Please specify by small business customers and domestic customers

A bond is an upfront payment of a lump sum to provide security to retailers. In the case of non-payment by a customer, a retailer may use that customer's bond to recover debt.

Question 5: Complaints

- (a) What was the total number of complaints received this month?
- (b) Total number of complaints received that relate to a declined application for confirmation or reconfirmation of medically dependent consumer status.
- (c) Total number of complaints that relate to electrical disconnections?
- (d) Of the complaints for electrical disconnection, how many relate to ICPs where an MDC resides?
- (e) Total number of complaints received that relate to disputed charges relating to electricity supply?
- (f) Of the complaints related to disputed charges, how many relate to ICPs where an MDC resides?

Complaints are defined as any issue raised by a customer that has proceeded to an internal dispute resolution process with the contracting retailer.

Question 6: Medically dependent consumers

What is the total number of medically dependent consumers recorded with the retailer this month?

Note: Questions 6-9 includes all medically dependent consumers, even if not domestic or small business consumers.

Question 7: Medically dependent consumer applications

In relation to medically dependent customer applications, this month what was the number of:

- (a) applications for medically dependent consumer status requested by the retailer,
- (b) applications (in any form) for medically dependent consumer status received by the retailer,
- (c) applications declined because a notice completed by a health practitioner with an appropriate scope of practice verifying that a person is a medically dependent consumer has been requested, but no valid notice has been received,
- (d) applications declined because applicant does not agree to the retailer recording and holding relevant information,
- (e) applications declined because applicant did not respond to queries from the retailer,
- (f) applications declined because applicant does not permanently or temporarily reside at a customer's premises.

Question 8: Medically dependent consumer status reviews

In relation to medically dependent consumer status reviews, this month what was the number of:

- (a) medically dependent consumers recorded with the retailer who have had their medically dependent consumer status reviewed,
- (b) medically dependent consumers who have had their status reviewed and are no longer treated as a medically dependent consumer as a result.

Question 9: Medically dependent consumer disconnections

In relation to medically dependent consumer disconnections, this month what was the number of:

- (a) medically dependent consumers disconnected by the retailer for non-payment
- (b) medically dependent consumers disconnected by the retailer for any reason, other than non-payment
- (c) reconnections effected by the retailer because it has been notified that its disconnection has resulted in a person who is, or may be, a medically dependent consumer being without electricity