Appendix D   Explanation of changes to the clause 2.16 notice

General note on how to read the explanatory table

D.1.   Reference numbers have been added to the tables in both Appendix A and D to assist readers in tracking changes made between the proposed notice (as published in the first consultation paper) and the amended notice (Appendix A).

- N – refers to the inclusion of a new field in the notice.

- R – refers to a revision (eg, if a definition change is applied to the amended notice or a field has been moved).

- Text in RED – indicates where new text is added to the amended notice.

- Text in ~~strikethrough~~ – indicates text that has been deleted in the amended notice

- Text in BLUE – indicates where a field has been moved between tables within the amended notice (excluding instances where tables have been split into parts a & b).

Overview of key changes to the amended notice

D.2.   Four major adjustments have been made to the original proposed notice:

(a) Table 1 was split into Table 1 (a) – account level and Table 1 (b) – 1CP level.

(b) Table 2 was split into Table 2 (a) – monthly consumption and Table 2 (b) – half-hourly consumption.

(c) Tables 4 and 5 were removed. In some cases (outlined below) their contents were shifted or merged into other tables.

(d) The monthly aggregated questions were refined and adjusted into a tabular format for easier automation of submissions. Our new proposal is that all retailers (eg, those with +1 residential and small business consumer ICPs) are required to complete questions 2 to 9 using the new table provided.

D.3.   Further detail on how to complete the amended notice and who it applies to is provided in Appendix A.

D.4.   Another minor change, which applies across the amended notice, is the removal of the requirement to include 'N/A' if a field was not applicable to an ICP/customer. This change accounts for the removal of the proposed requirement to submit data the notice via the Authority's Information

Provision Platform (which does not allow for blank data fields). The amended notice allows for the use of multiple data transfer platforms, such as APIs.

Table 1: General

The original version of this table proposed collecting individual ICP and customer level data on a customer's contract details, specific circumstances, and generic information related to billing.

We are proposing substantial changes to this table, the largest being splitting the table into two: with Table 1 (a) collecting account level data and Table 1 (b) collecting ICP level data. This change was made in response to consultation feedback and through direct engagement with retailers to find the most workable solutions.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
T1.1 R	T1a.7 & T1b.1	ICP	Character	Installation Control Point number *Addition for Table 1 (a) ONLY:* Leave blank if not applicable, such as the data in this row corresponds to multiple ICPs.	To be asked in both the new tables – either as the top-level identifier in the 'ICP level general' table, known as Table 1 (b) or as required in the 'account level general' table,	ICP level data is essential for granular examination of retail market and to monitor retail interactions with individual customers. Some aspects of the original Table 1 will no longer be requested at ICP level data. Table 1 (a) will only request data at account level, though retailers can supply data at the ICP level if it aligns with their billing. Therefore, ICP is not a required field for Table 1 (a). ICP is a required field for Table 1(b) which collects data at an ICP level. This change recognises that not all data requested in the original table is available at ICP level or may be impractical to collect at this level of detail. There was some confusion in feedback provided over what was meant by N/A throughout the notice. Definition clarifications throughout should now more clearly explain if retailers don't have

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
					known as Table 1 (a)	the requested information about the customer, they should leave the field blank.
T1.2 R	T1a.1 & 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.	Becomes the new top-level identifier for questions asked under the 'account managed' general table, known as Table 1 (a). Also asked in Table 1 (b).	Used to cross reference with retail internal customer identification practises. Can link one identifier to multiple ICPs eg, if the customer owns multiple properties, or moves.
T1.3 R	T1a.2	~~Account managed~~ Business account	Boolean	~~Flag for whether the ICP is account managed. Answer '0' if not account managed, '1' if account managed.~~ Flag for whether this is a business account. Answer '1' if this is a business account, enter '0' otherwise (i.e. residential account).	To be asked at account level only. Field name and definition update.	Intended to help retailers separate out small business customers from domestic customers. Important monitoring area as the Authority currently has limited visibility of small business consumers, as required in our additional objective.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				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.		
n/a	T1a.3 N	Retailer name	Character	Name of retailer who serves this customer account. The name should match the name in the Electricity Authority Participant Register.	New field. Added to both Tables 1(a) and (b).	Added to the notice to enable tracking of relationships between Registry traders and retailers that do not purchase electricity on the wholesale market.
T1.4	T1a.4	Brand name	Character	Name of retailer brand customer signed up to for their electricity supply to this ICP.	To be asked at both account level and ICP level.	To assist in monitoring retailer market share, understanding competition in the market.
T1.5 R	T1a.5	Start bill date Payment cycle start date	Datetime	Start date of billing period payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.	To be asked in both account level and	Needed in both Table 1 a and b to ensure these tables can be linked. Guidance has been provided at start of amended notice for prepay customers

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
					ICP level tables. Name change	For customers that receive fortnightly or weekly bills, enter the billing start date for each period that ends within the month (i.e. some customers will need multiple rows
T1.6 R	T1a.6	~~End bill date~~ Payment cycle end date	Datetime	End date of ~~billing period~~ payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.	To be asked in both account level and ICP level tables. Name change	Needed in both Table 1 a and b to ensure these tables can be linked. As above
n/a	T1a.8 N	Payment Plan	Boolean	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. Answer '0' if the account is not on a payment plan and '1' if the account is on a payment plan.	New field To be asked at account level only.	Added to assist in monitoring the new mandated Consumer Care Guidelines. Similar intent to deleted 'Other debt management actions' field from Table 4 (re: offering payment plans to support customers experience payment difficulties). Proposal to add in this field was socialised during direct engagement with retailers as a way of better capturing active payment plans in place with existing customers.
T1.7	n/a	~~Commercially sensitive~~	~~Boolean~~	~~Flag as '1' if data for this ICP is considered commercially sensitive else '0' if it is not.~~	Removed	Removed in response to feedback received that the majority of information is commercially sensitive.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
						The Authority is implementing safeguards to ensure information is protected and any publication will be aggregated and anonymised.
T1.8 R	T1b.5	~~Plan name~~ Product offering name	Character	Name of plan(s)/membership(s) applied to the ICP.	To be asked at ICP level only. Column name change	This data can support improved understanding of retail market product offerings (and linked to key areas of consumer interest such as comparison and switching). We can use this to understand when a customer switches products within a retailer and also to understand price variation within products (noting regional price variations and metering configuration etc). We appreciate that there may be data quality issues in the provision of this data due to the number of products (including special customised products).
T1.9 R	T1b.8	~~Contract start date~~ Fixed term	~~Datetime~~ Boolean	~~Start date of the latest plan(s)/membership(s) the ICP has assigned ie, if the ICP is currently within a 12 month contract the date should be the first day of the contract. If the ICP is not on a fixed term contract the start date will be the date the ICP first received electricity with the retailer brand. Please submit in 'YYYY/MM/DD' format.~~	To be asked at ICP level only. Question change (column name, data format and definition)	Used to help us monitor customers on fixed term versus open term plans, and how this may affect customer mobility eg, switching. We understand that there may be data quality issues with contract start and end dates due to customer information often containing from overlapping time periods, manually changed time periods, incorrect time periods, and indefinite time periods, which may result in poor accuracy.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				A fixed term contract means there is an agreement between the customer and the retailer for the supply of electricity that has a fixed term, such as being subject to an early termination fee. Answer '0' if this account in not associated with a fixed term contract, '1' if there is a fixed term contract associated with this account.		Proposal to change this to a Boolean answer to flag if the customer is on a fixed term or open term plan. This field is included in Table 1(b) to account for situations where a customer may only have one ICP on a fixed term contract.
T1.10	n/a	Contract end date	Datetime	End date of the latest plan(s)/membership(s) the ICP has assigned ie, if the ICP is currently within a 12 month contract the date should be the last day of the contract. If the ICP is not on a fixed term contract set this as N/A. Please submit in 'YYYY/MM/DD' format.	Remove	No longer required if Boolean change to contract start date applied (see above).
T1.11 R	T1a.11	Mobile	Boolean	Whether the customer is paying for mobile on this account they pay their electricity through for this ICP. Answer '0' if no, '1' if yes. Leave blank if you do not provide this service.	To be asked at account level only. Definition change	Required to better understand the extent to which electricity is bundled with other utilities in the retail market. Change to only ask this at account level responds to feedback that this data may not be available at ICP level.
T1.12	T1a.12	Internet	Boolean	Whether the customer is paying for internet on this account they	To be asked at	As above

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
R				~~pay their electricity through for this ICP~~. Answer '0' if no, '1' if yes. ~~Leave blank if you do not provide this service.~~	account level only. Definition change	
T1.13 R	T1a.13	Gas	Boolean	Whether the customer is paying for natural gas on this account ~~they pay their electricity through for this ICP~~. Answer '0' if no, '1' if yes. ~~Leave blank if you do not provide this service.~~	To be asked at account level only. Definition change	As above Clarification to definition that this applies to natural gas.
T1.14 R	T1a.14	LPG	Boolean	Whether the customer is paying for bottled or reticulated LPG (Liquefied Petroleum Gas) on this account ~~they pay their electricity through for this ICP~~. Answer '0' if no, '1' if yes. ~~Leave blank if you do not provide this service.~~	To be asked at account level only. Definition change	As above Clarification to definition that this applies to both bottled and reticulated LPG.
T1.15 R	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 ~~they pay their electricity through for this ICP~~. For example, 'landline and home phone'. Leave blank if you do not supply any additional services.	To be asked at account level only. Definition change	As above

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
T1.16	n/a	~~Mobile revenue pre-discount~~	~~Double~~	~~Billed amount for mobile associated with/on the same contract as electricity for the ICP (pre-discount, excluding penalties)~~	Removed	We understand that it may be difficult for retailers to separate out the costs associated with each aspect of bundled utility data.
T1.17	n/a	~~Mobile revenue post-discount~~	~~Double~~	~~Billed amount for mobile associated with/on the same contract as electricity for the ICP (post-discount; excluding penalties)~~	Removed	As above
T1.18	n/a	~~Internet revenue pre-discount~~	~~Double~~	~~Billed amount for internet associated with/on the same contract as electricity for the ICP (pre-discount, excluding penalties)~~	Removed	As above
T1.19	n/a	~~Internet revenue post-discount~~	~~Double~~	~~Billed amount for internet associated with/on the same contract as electricity for the ICP (post-discount; excluding penalties)~~	Removed	As above
T1.20	n/a	~~Gas revenue pre-discount~~	~~Double~~	~~Billed amount for gas associated with electricity/on the same contract as for the ICP (pre-discount, excluding penalties)~~	Removed	As above
T1.21	n/a	~~Gas revenue post-discount~~	~~Double~~	~~Billed amount for gas associated with/on the same contract as electricity for the ICP (post-discount; excluding penalties)~~	Removed	As above

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
T1.22	n/a	~~LPG revenue pre-discount~~	~~Double~~	~~Billed amount for LPG associated with/on the same contract as electricity for the ICP (pre-discount, excluding penalties)~~	Removed	As above
T1.23	n/a	~~LPG revenue post-discount~~	~~Double~~	~~Billed amount for LPG associated with/on the same contract as electricity for the ICP (post-discount; excluding penalties)~~	Removed	As above
T1.24	n/a	~~Other revenue pre-discount~~	~~Double~~	~~Billed amount for other services associated with/on the same contract as electricity for the ICP (pre-discount, excluding penalties)~~	Removed	As above
T1.25	n/a	~~Other revenue post-discount~~	~~Double~~	~~Billed amount for other services associated with/on the same contract as electricity for the ICP (post-discount; excluding penalties)~~	Removed	As above
n/a	T1a.16N	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	New field (account level only) Replaces 'arrears' questions from Tables 3 and 4.	Used to monitor where a customer may be in arrears (or credit) at the start of any payment period. Note this field was specifically added following feedback received through direct engagement with retailers.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				has $50 credit remaining on their account set this field to '-50'.		
n/a	T1a.17 N	Billed total	Double	Total amount billed to the account over the payment cycle **after** all credits, deductions and fees were applied.	New field (account level only) Replaces 'arrears' questions from Tables 3 and 4	Proposed to understand what customers are actually charged each payment cycle. Important for competition and comparison purposes. Note this definition was adjusted following feedback received through direct engagement with retailers.
T1.26 R	T1a.18	Electricity revenue ~~pre-discount~~	Double	~~Billed amount for electricity for the ICP (pre-discount, excluding penalties)~~ 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	To be asked at account level only. Field name and definition change.	Important for price and competition monitoring. Further clarification added to definition to explain how this data should be supplied under the new account managed table.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				of the set of rates applied to an ICP.		
n/a	T1a.19 N	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 only includes electricity services.	New field (account level only)	To assist in understanding customer's bill when bundled including understanding discounts and fees. Added in response to direct feedback from retailers regarding the best way to provide data for bundled customer accounts.
T1.27 R	T1a.21	~~Electricity revenue post discount~~ Discounts	Double	~~Billed amount for electricity for the ICP (post-discount; excluding prompt payment discounts, excluding penalties).~~ 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: a) Must be applied by the retailer b) will not include discounted rates eg, if electricity is charged at $0/kWh during off peak periods this is not a	To be asked at account level only. Field name and definition change.	Important for price and competition monitoring. Added in response to direct feedback from retailers regarding the best way to provide data on the application of discounts and credits to customer accounts. Revision to existing field/s to provide clarification on what data is required and how this should be supplied under the new account managed table.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				discount but another rate as part of the set of rates applied to an ICP. c) does not include any credit included in the opening balance.		
T1.28 R	T1a.20	Export revenue	Double	~~Total payment from retailer for any energy exported from the ICP.~~ Total payment from the retailer to the account for any energy exported. Leave blank if this account does not export energy to the grid.	To be asked at account level only. Definition change.	Used to better understand the level of consumer export occurring in the retail market, alongside power quality issues and consumer access to this emerging market. Adjustments to definition and new 'Export GST' row below respond to feedback that some retailers may not be able to supply this data at ICP level.
T1.29 R	T1a.31	GST	Double	~~Total GST charged for the whole bill.~~ Total GST charged by the retailer to the account over the payment cycle excluding customers export GST.	To be asked at account level only. Definition change.	Split GST so export is separate.
n/a	T1a.32 N	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.	New row To be asked at account level only.	Note that there was some confusion over the purpose of this data. This was clarified with retailers and the definition amended in response.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				Leave blank if this ICP does not export energy to the grid.		
T1.30 R	T1a.22	Additional ~~discount~~ Incentive flag	~~Double~~ Boolean	~~For discounts or incentives not captured by the 'revenue post-discount columns.~~ ~~If the discount or incentive is attributed to a customer account rather than a single ICP choose the ICP which receives electricity to attribute the discount or incentive to.~~ ~~Give the lump sum of the discount(s)/incentive(s), include the RRP (recommended retail price) for any items that are not a direct credit.~~ ~~For example, if an ICP receives a 12 month subscription to a streaming service valued at $200 for becoming a new electricity customer to the retailer answer '200'. If the customer also receives a free TV as a result of entering into a contract for internet and the RRP of that TV is $500, add that to the overall total for $700 and answer '700'.~~ ~~The discount should only show if it is valid for the billing period or the~~	To be asked at account level only. Data format and definition change	Change made to improve clarification on how to provide data on different types of discounts offered.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				~~month when the customer first became eligible for it ie, a one-off incentive such as a tv subscription should not appear Improving retail market monitoring: clause 2.16 information notice every month if its entire value has been recorded in this column in the previous month.~~ 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. 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'.		
T1.31 R	T1a.23	Prompt payment discount	Double	Lump sum of any prompt payment discount(s) applied to ~~the ICP~~ the account. Eg, if discounted $10.00 answer '10', if not discounted answer '0'. ~~if you do not apply prompt payment discounts set as N/A.~~	To be asked at account level only Definition change	Monitoring of discounts that penalise those that are unable to pay early. This discount type was meant to be phased out from November 2019 under the recommendations of the Electricity Price Review.
T1.32	T1a.24	Prompt payment	Integer	Whether the prompt payment discount was applied to the	To be asked at	As above.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
R		discount previously applied		previous bill following the last data submission ie, whether the customer benefited from the discount by paying by the due date. This has been set as an integer so for billing cycles less than a month the number of bills the discount was applied to can be input. 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.	account level only Definition change	Ensures previous months data correct if prompt payments were applied. If no prompt payments are being applied this can be removed in future.
T1.33 R	T1a.25	Late payment penalty	Double	~~Total value of late payment penalties charged to the ICP. Eg, if penalised $10.00 answer '10', if not penalised answer '0', if you do not charge late payment penalty fees set as N/A (A late payment penalty does not mean prompt payment discounts which are not received.)~~	To be asked at account level only. Definition change	To monitor fees charged to customers that are experiencing payment difficulties (as part of wider consumer care monitoring).

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				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. Enter the total value of late payment penalties charged to the account. Eg, if penalised $10.00 answer '10', if not penalised answer '0'.		
T1.34	n/a	~~Early termination fee~~	~~Double~~	~~Total value of any fee(s) charged for the early termination/cancellation of a customer's contract.~~ ~~If a fee is attributed to a customer account rather than a single ICP choose the ICP which receives electricity to attribute the fee to.~~ ~~Eg, if penalised $10.00 answer '10', if not penalised answer '0', if you do not charge early termination fees set as N/A.~~	Removed	
T3.9 R	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 disconnection fee. If a disconnection fee was waived, enter 0. Leave blank if no disconnection fee charged.	Moved from Table 3	Note that additional rows collecting data on other types of fees charged (which may or may not relate to disconnections and reconnections) have also been added to Table 1.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
						Change made to better align disconnections and reconnections fees with other charges passed on to customers in a payment cycle.
T3.10 R	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	Moved from Table 3	As above
n/a	T1a.28 N	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.	New row To be asked at account level only.	Monitoring reasonableness of retailer charges
T1.35 R	T1b.9	Low user	Boolean	Used to distinguish whether plan at ICP is for low or standard user (as defined by regulation). Answer	To be asked at	Monitoring the application of this customer type, which is being phased out from 2022 to 2027.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				'0' if not a low user, answer '1' if is a low user.	ICP level only. Definition change.	Field likely to be removed once this process is complete.
T1.36	n/a	~~Line charges including discount~~	~~Double~~	~~Line charges charged by distributor including any discounts applied for the ICP. Eg, if costs $10.00 answer '10'.~~	Removed	New rows added to reframe this question.
T1.37 R	T1a.10	MDC	~~Character~~ Boolean	~~Depending on the medically dependent status of any consumers at the ICP answer 'not dependent', 'verified' and 'unverified'. Set as N/A if you do not collect this information.~~ ~~A Medically Dependent Consumer (MDC) is defined in the Consumer Care Guidelines (Guidelines) (page 33) as: a customer of a retailer or a consumer permanently or temporarily resident at a customer's premises, who depends on mains electricity for critical medical support, such that loss of electricity may result in loss of life or serious harm. For the avoidance of doubt, medical dependence on electricity could be for use of medical or other electrical equipment needed to support the treatment regime (eg,~~	To be asked at account level only. Definition changed No longer collecting 'verified' and 'unverified' data	New definition aligns with the new mandatory Consumer Care Guidelines . Note that the placement of this field was adjusted following feedback received through direct engagement with retailers.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				~~a microwave to heat fluids for renal dialysis).~~		
				~~Verified MDC: Retailer has received a competed HP notice (defined page 33 in the Guidelines).~~		
				~~Unverified MDC (Guidelines definition page 34):~~		
				~~(a) a person who has applied for MDC status but a decision on the application has not yet been made in accordance with Part 8 by the retailer to whom the application was made; or~~		
				~~(b) a person whom a retailer believes could be an MDC, unless the retailer has made reasonable efforts to contact the person in accordance with paragraph 90 and the person has not made an application for MDC status.~~		
				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		

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				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). Answer '0' if there are no MDC at this ICP, and '1' if there is an MDC at this account.		
T1.38	n/a	~~Primary residence~~	~~Boolean~~	~~Used to identify whether this ICP is the customer's main residence. Answer '0' if not the main residence, answer '1' if is the main residence.~~	Removed	Feedback suggested that this information may not be collected by all retailers.
T1.39 R	T1a.9	Prepaid	Boolean	~~Whether the electricity contract the customer is on is prepaid for the ICP. If the customer at the ICP is not a prepaid customer answer '0', if they are answer '1', if you do not offer prepaid contracts set as N/A.~~ Prepay 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	To be asked at account level only. Definition change	Critical to improve Authority monitoring of this potentially vulnerable customer group. Some feedback to suggest that the current definition may not accurately capture some prepay plans. We have defined prepay to exclude pay-in-advance options that do not automatically disconnect when credit is low or runs out. New definition aligns with the new mandatory Consumer Care Guidelines..

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				a prepayment mode, or a system integrated with a meter with a prepayment mode, to effect an electrical disconnection if the customer's pre-paid credit expires. Answer '0' if the ICP is not on a prepaid agreement and '1' if the account is on a prepaid agreement.		Note that the placement of this field was adjusted following feedback received through direct engagement with retailers.
T1.40 R	T2a.8	~~Spot price~~	~~Boolean~~	~~Whether the electricity contract the customer is wholesale spot price based for the ICP. If the prices charged at the ICP are not based on wholesale spot prices answer '0', if they are answer '1', if you do not offer wholesale spot priced contracts set as N/A.~~	Moved to Table 2a.	
T1.41 R	T1b.10	Currently available	Boolean	~~Is the plan the ICP is associated with currently available to new customers? Answer '0' for no, '1' for yes.~~ 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.	To be asked at ICP level only. Definition update	Feedback received that this data may not be recorded by some retailers.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
T1.42	n/a	~~Limited eligibility~~	~~Boolean~~	~~Does the plan associated with this ICP have any additional eligibility criteria beyond the criterion of a basic plan? A basic plan is an electricity only, non-discounted plan where the retailer has not negotiated or otherwise offered the customer a more attractive offer. Answer '0' for no, '1' for yes.~~	Removed	Feedback received that this data may need further clarification rather than a simple yes/no answer.
n/a	T1b.29N	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.	To be asked at account level only. Definition change from previous 'line charges' row.	Adjustment to previous definition to request detail on import and export charges. Note that the placement and definition of this and the following field were adjusted further following feedback received through direct engagement with retailers.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
n/a	T1b.30N	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'.\n\nExport 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.	As above	As above
n/a	T1b.11N	Total Consumption	Double	Total consumed (kWh) by this ICP in this payment cycle.	New field\n\nTo be asked at ICP level only.	Added to ensure we have a record of the total consumption used by the ICP that was recorded on their bill.\n\nThis will help monitoring to verify what total consumption is when there are multiple rates in Table 2b that may cover the same consumption.
n/a	T1b.12N	Total Export	Double	Total exported (kWh) by this ICP in this payment cycle. Leave blank	New field\n\nTo be asked at	Added to ensure we have a record of the total export by the ICP that was recorded on their bill.

Original ref no.	New ref no.	Column	Data format	Definition	Change made	Reason for change
				if this ICP does not export energy to the grid.	ICP level only.	This will help monitoring to verify what total export is when there are multiple rates in Table 2b that may cover the same export

Table 2 Electricity Rate and Consumption

The original version of this table proposed collecting information at an ICP and customer level regarding a customer's usage rates and electricity consumption.

Note that this Table 2 has been split into Table 2 (a) – monthly consumption and rates and Table 2 (b) – half-hourly data.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T2.1	T2a.1 & T2b.1	ICP	Character	Installation Control Point number	To be asked in both Table 2a and 2b.	Required to link ICP details with consumption information.
T2.2	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.	To be asked in Table 2a only.	Rates are applied to a specific customer at a specific ICP, so both are needed for Table 2a. Half hourly data is recorded by ICP and may not have customer identifier attached in retailers' systems at this stage.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T2.3 R	T2a.3	~~Consumption start date~~ Payment cycle start date	Datetime	~~Start date of consumption period for the ICP. When combined with 'Consumption end date' this delineates a period of consumption. Please submit in 'YYYY/MM/DD HH:MM:SS' format.~~ ~~If consumption is available in half hourly periods, please use the below 1-50 columns to structure this data and reserve consumption start and end columns for periods of time greater than a half hour.~~ Start date of payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.	To be asked in Table 2a only. Field name and definition change	Added to align consumption with consumer billing now that half hourly data is being collected separately.
T2.4 R	T2a.4	~~Consumption end date~~ Payment cycle end date	Datetime	~~End date of billing consumption period for the ICP. When combined with 'Consumption start date' this delineates a period of consumption. Please submit in 'YYYY/MM/DD HH:MM:SS' format.~~ ~~If consumption is available in half hourly periods, please use the below 1-50 columns to structure this data and reserve consumption start and end~~	To be asked in Table 2a only. Field name and definition change	Added to align consumption with consumer billing now that half hourly data is being collected separately.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~columns for periods of time greater than a half hour.~~ End date of payment cycle for the ICP. Please submit in 'YYYY/MM/DD' format.		
n/a	T2b.2N	Consumption date	Datetime	Date of consumption for the ICP. Please submit in 'YYYY/MM/DD' format.	To be asked in Table 2b only New field	Included to align with format of new half-hourly consumption table, linking ICP to consumption period.
T2.5 R	T2a.5	Rate name	Character	~~Internally used name of any rate charged per kWh at the ICP, eg, 'night', 'daily', 'free hour' or 'hot water'.~~ Internally used name for any rate charged. For example, 'night', 'daily', 'free hour' or anytime24" or 'hot water' "daily fixed charge".	To be asked in Table 2a only. Definition update	Added to clarify what rate is for. Will be used to understand variety of rates charged by retailers as well as to help interpret other fields.
T2.6 R	T2a.6	Rate	Double	Rate charged at the ICP as dollars per unit ~~kWh~~ 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	To be asked in Table 2a only. Definition update	Definition clarification with examples that include fixed rates ie, if there is a fixed daily charge, have the date start and end time be of the same day, with the rate and consumption 0 and rows for each day of the month.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				average rate for the period. Incentives to consumers to reduce usage should be entered as a negative rate (eg, $2 per kWh reduced should be entered as -2).		
n/a	T2a.7 N	Unit of Measurement	Character	Unit of measurement for the rate, if unit if $/kWh answer 'kWh'. If daily rate answer 'day'. If the unit is reduced kWh enter '-kWh'.	To be asked in Table 2a only. New field	This row has been added to clarify how to report daily rates and to assist with identifying type of rate during analysis. This also allows for the possibility of other types of rates to be entered into this table, for example kVh, and thereby future proofs this table for innovation.
T1.40 R	T2a.8	Spot price	Boolean	~~Whether the electricity contract the customer is wholesale spot price based for the ICP. If the prices charged at the ICP are not based on wholesale spot prices answer '0', if they are answer '1', if you do not offer wholesale spot priced contracts set as N/A.~~ 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.	To be asked in Table 2a only. Shifted from Table 1. Definition change	Not a widely used retail pricing policy in the market at present but useful to include should this arise again due to previous concerns about customer price exposure. May apply more to mass market customers. Note that the placement and definition of this field was adjusted further following feedback received through direct engagement with retailers.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T2.11 R	T2a.9	Load control	Boolean	~~Does this rate include controllable load? Answer '0' for no, '1' for yes.~~ 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 'DR'. The order of the categories does not matter.	To be asked in Table 2a only. Definition update	Adjustment made to future proof this question.
T2.7	n/a	~~Rate sequence~~	~~Integer~~	~~If multiple rates apply to the same consumption, please enter a sequence number here eg, 1, 2, 3. This is so that the same consumption charged multiple times at different rates is not double counted. Eg if 20 kWh was consumed in the consumption period of '2023/08/01 00:00:00' to '2023/08/02 00:00:00' and two rates 'A rate' and 'B rate' were~~	Removed	Some feedback provided by retailers that this data may be difficult to provide or not available. Total consumption and export will be asked at ICP level, to ensure consumption is not double counted.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~applied to that 20 kWh of consumption, rank 'A rate' as 1 and 'B rate' as 2. Every time a rate is applied to different consumption restart the sequence at 1. Eg say there is another period of consumption '2023/08/02 00:00:00' to '2023/08/03 00:00:00' where 10 kWh was consumed at 'A rate' and 15 kWh was consumed at 'C rate' (for a total of 25 kWh for that period) rank both rates as '1'.~~		
n/a	T2a.10 N	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.	To be asked in Table 2a only. New field	As half hourly data now collected separately this is needed to know which rates are based on time of use
n/a	T2a.11 N	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'.	To be asked in Table 2a only. New field	As half hourly data now collected separately this is needed to know the approximate time of day that a rate is applied

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
n/a	T2a.12 N	Weekend	Boolean	If the rate applies to the weekend. 0-No, 1-Yes	To be asked in Table 2a only. New field	As half hourly data now collected separately this is needed to know if this rate applies to weekends
n/a	T2a.13 N	Weekday	Boolean	If the rate applies to the weekday. 0-No, 1-Yes	To be asked in Table 2a only. New field	As half hourly data now collected separately this is needed to know if this rate applies to weekdays
T289	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.	To be asked in Table 2a only. No change	To monitor use of HHR for reconciliation
T2.9	T2a.15 & 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	To be asked in both Table 2a and 2b. No change	Verify if data relates to consumption or injection from ICP
T2.10 R	T2a.17	Energy ~~Total~~	Double	~~Total consumption consumed (kWh) for this consumption period for this rate. If for instance the rate charged is a daily rate for no specific kWh of consumption set this field as N/A.~~ Total energy consumed or injected(kWh) for the payment cycle period for this rate. If this rate does not apply to energy consumption or injection e.g. it is	To be asked in Table 2a only. Field name and definition change	Name and definition change to clarify how to report both energy total and units for any other charge, and to reflect that half hourly data is no longer being collected.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				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.)		
n/a	T2a.18 N	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 should be entered here.	To be asked in Table 2a only. New field	Name and definition change to clarify how to report both energy total and units for any other charge. Future proofs for other types of rates, such as energy reduction
T2.11 R	T2a.9	Load control	Boolean	~~Does this rate include controllable load? Answer '0' for no, '1' for yes.~~ 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	To be asked in Table 2a only. Definition update	Adjustment made to future proof this question. Placement in table adjusted - moved further up Table 2a to improve how the data is collected.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				and retailer enter 'DR'. The order of the categories does not matter.		
T2.12 R	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.	To be asked in Table 2b only. Definition change	Half hourly data to now be collected separately from rates, which simplifies definition, as table will not include ICPs with no half hourly consumption data. This change to collect half hourly data separately from rates was in response to feedback from retailers about feasibility and costs of providing this data.
T2.13 R	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.	To be asked in Table 2a only.	Was the final row of Table 2 but has now been moved further up Table 2a to improve how the data is collected.

Table 3 Disconnection

This table has been amended and streamlined to improve data collection. The link to billing periods (payment cycles) was removed as this does not necessarily link to when a disconnection/reconnection was affected.

Note, the disconnection and reconnection fees are now collected in Table 1a along with other fees related data.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T3.1	T3.1	ICP	Character	Installation Control Point number	No change	

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T3.2	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.	No change	
T3.4	n/a	~~Start bill date~~	~~Datetime~~	~~Start of billing period for the ICP. Please submit in 'YYYY/MM/DD' format.~~	Removed	Some concern that prepay customers that do not receive an invoice may not be captured by this question. Field was removed after consultation with retailers that disconnections are not linked to billing.
T3.5	n/a	~~End bill date~~	~~Datetime~~	~~End of billing period for the ICP. Please submit in 'YYYY/MM/DD' format.~~	Removed	As above
T3.6 R	T3.3	Manual disconnection ~~remote~~	Boolean	If the disconnection was done ~~remotely~~ manually ie, requiring a site visit. Answer '0' if no '1' if yes.	Field name and definition update	Intention is to capture the difference between manual and remote disconnections. Concern regarding how to best capture prepay disconnections through this question (if they do not receive a bill).

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T3.7 R	T3.4	Manual reconnection ~~remote~~	Boolean	If the reconnection was done ~~remotely~~ manually ie, requiring a site visit. Answer '0' if no '1' if yes. Leave blank if there was no reconnection	As above	As above
T3.9 R	T3.5	Disconnection date	Datetime	Date and time of any disconnection that occurred during the payment cycle~~billing period~~. 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.	Definition change	Some retailers do not collect time of disconnection (eg, legacy meters); however, the CCG requires disconnections to not occur at unreasonable times when reconnections may be difficult to implement (eg, weekends). Proposal to exclude exact 'time' as a mandatory field in this row. If time is unknown, this can be included as '00.00.00'.
T3.10 R	T3.6	Reconnection date	Datetime	Date and time of any reconnection that occurred during the payment cycle~~billing period~~. 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 ~~day/month/year format eg, 04/2023~~. 'YYYY/MM/DD' eg, 2023/04/14. Leave blank if you did not reconnect this ICP	As above	As above
T3.11	n/a	~~Arrears~~	~~Double~~	~~Total money owed from any previous billing cycle(s), that is now~~	Removed from Table 3.	As explained above, arrears data will now be included as part of

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~overdue, as at the time of disconnection, prorated on services provided ie, include electricity specific debt only for bundled plans, if able.~~	Shifted to Table 1a (under new field name)	the general billing data collected through Table 1a. Removal of this question from Table 3 is based on feedback that disconnections are not necessarily always linked to customers falling into arrears (e.g. prepaid accounts balance reaching 0). However, opening balance from Table 1a can be used to link arrears with disconnections, when relevant.
T3.13 R	T1a.26	~~Disconnection fee~~	~~Double~~	~~Any disconnection fee charged for this action. If the customer was not charged a disconnection fee for this disconnection answer '0'. If you do not charge disconnection fees set as 'N/A'.~~	Shifted to Table 1a	Feedback from retailers that this information is not recorded with disconnection information and would be best recorded with billing information.
T3.14 R	T1a.27	~~Reconnection fee~~	~~Double~~	~~Any reconnection fee charged for this action. If the customer was not charged a reconnection fee for this reconnection leave this column answer '0'. If you do not charge reconnection fees set as 'N/A'.~~	As above	As above

Table 4 Debt

This table was removed from the notice due to feedback regarding the difficulty and high cost of collecting data in the manner originally requested (eg, where questions contained unstructured data that would require substantial retailer investment to extract from call centre logs etc). Key fields of interest were amended and moved, as appropriate, to other tables within the notice.

This table applies only to current customers who are in debt or for whom one of the below debt related columns is applicable. Debt is defined as money owed for services from any previous billing cycle(s), that is now overdue.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T4.1	n/a	ICP	Character	Installation Control Point number	Removed	No longer required if removing fields below from Table 4
T4.2	n/a	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.	Removed	As above
T4.3	n/a	Start bill date	Datetime	Start date of billing period for the ICP. Please submit in 'YYYY/MM/DD' format.	Removed	As above
T4.4	n/a	End bill date	Datetime	End date of billing period for the ICP. Please submit in 'YYYY/MM/DD' format.	Removed	As above
T4.5 R	T1a.16	Electricity arrears	Double	Total money owed for electricity services from any previous billing cycle(s), that is now overdue for this ICP. For example, if submitting billing data for the period between 20 March 2023 and 9 April 2023 and $140.55 is still owed from the prior billing period 27 February 2023 and 19 March 2023 enter '140.55' or if no money is owed enter '0'.	Consolidate into general arrears and moved to Table 1a account level	CCG Part 6 clause 44, requires detail on how electricity arrears are paid. However, we understand that it may be difficult to split 'electricity arrears' from 'other service utilities.' We have consolidated this field and the field below into one

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~If you are unable to differentiate debt between utilities then include all debt in this column.~~		'arrears' question and moved it to a new location in the notice A new 'arrears' question will be added to Table 1a – now called Opening Balance. Note - we have also removed the 'arrears' question in Table 3 as not all arrears relate specifically to disconnections.
T4.6 R	T1a.16	~~Other service arrears~~	~~Double~~	~~Total money owed for other services associated with electricity at this ICP from any previous billing cycle(s), that is now overdue. For example, if submitting billing data for the period between 20 March 2023 and 9 April 2023 and $140.55 is still owed from the prior billing period 27 February 2023 and 19 March 2023 enter '140.55' or if no money is owed enter '0'.~~	As above	As above
T4.7		~~Extended payment deadline~~	~~Integer~~	~~Number of times a customer's deadline for payment for electricity at the ICP was extended to help manage the customer's debt when debt management actions were being taken for this account. Eg, '2' if extended twice, '0' if not extended or set as 'N/A' if you do not extend deadlines.~~	Removed	Considered too difficult and expensive to obtain (required AI scrapping of customer service calls) or not recorded in a usable and accurate format. Some fields requested were also not collected making data extraction impossible.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T4.8		~~Offered alternate plans~~	~~Integer~~	~~When debt management actions were being taken for this account the number of times you worked with customers to find a more affordable plan to manage customer debt for electricity at the ICP if the ICP held debt. Eg, '1' if the ICP was in debt and an offer was made to move the ICP to a lower rate plan that would benefit the customer, such as moving to a low user plan from a standard user plan when the customer was eligible, '0' if the ICP was in debt and no alternate plan was offered or set as 'N/A' if the ICP was not in debt.~~	Removed	As above
T4.9		~~Contact attempts missed payments~~	~~Integer~~	~~Number of contact attempts made about missed payments for electricity at the ICP within the previous billing period. Eg, '2' if the customer for the ICP was called twice or '0' if the customer for the ICP was not called. Set as 'N/A' if you do not attempt to contact customers around missed payments.~~	Removed	As above
T4.10		~~Contact made missed payments~~	~~Integer~~	~~An accompaniment to 'Contact attempts' to indicate if contact was made during a contact attempt regarding missed payments.~~ ~~Contact by a customer following up on an unsuccessful attempt is also considered to be contact made so~~	Removed	As above

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~should be included in this number. Eg, '2' if the customer for the ICP was successfully contacted about debt twice or '0' if the customer for the ICP was not successfully contacted. Set as 'N/A' if you do not attempt to contact customers around missed payments.~~		
T4.11		~~Contact channels missed payments~~	~~Integer~~	~~Number of different contact channels used in attempts to contact a customer regarding missed payments for the ICP. Eg, '4' if call(s), email(s), letter(s) and text(s) were used to make contact with the customer or '0' if no attempts were made. Set as 'N/A' if you do not attempt to contact customers about missed payments.~~	Removed	As above
T4.12		~~Contact attempts disconnection~~	~~Integer~~	~~Number of contact attempts regarding pending electricity disconnection made to the customer for the ICP. Eg, '2' if two attempts were made to contact the customer for the ICP or '0' if no attempts were made. Set as 'N/A' if you do not attempt to contact customers about disconnections.~~	Removed	As above
T4.13		~~Contact made disconnection~~	~~Integer~~	~~An accompaniment to 'Customer attempts' to indicate if contact was made during the contact attempt regarding pending electricity disconnection.~~	Removed	As above

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~Contact by a customer following up on an unsuccessful attempt is also considered to be contact made so should be included in this number. Eg, '2' if the customer for the ICP was successfully contacted about pending disconnection twice or '0' if the customer for the ICP was not successfully contacted.~~		
T4.14		~~Contact channels disconnection~~	~~Integer~~	~~Number of different contact channels used in attempts to contact a customer regarding pending electricity disconnection for the ICP. Eg, '4' if call(s), email(s), letter(s) and text(s) were used to make contact with the customer or '0' if no attempts were made. Set as 'N/A' if you do not attempt to contact customers about disconnections.~~	Removed	As above
T4.15		~~Referred support (Work and Income)~~	~~Boolean~~	~~Whether the customer was referred to Work and Income for any reason related to payment difficulties regarding electricity, or disconnection of electricity, at the ICP.~~ ~~Answer '0' if the customer was not referred and '1' if the customer was referred. Set as 'N/A' if you do not refer customers to support.~~	Removed	As above

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
T4.16		~~Referred support (other agencies)~~	~~Boolean~~	~~Whether the customer was referred to a support/social agency for any reason related to payment difficulties regarding electricity, or disconnection of electricity, at the ICP.~~ ~~Definition in the Guidelines states a support agency means a non-government agency that offers assistance to low-income consumers or consumers facing payment difficulties, including in relation to budgeting, financial assistance, energy efficiency, and counselling and a social agency means a government agency with a statutory function or role to assist low-income consumers or consumers facing payment difficulties.~~ ~~Answer '0' if the customer was not referred and '1' if the customer was referred. Set as 'N/A' if you do not refer customers to support agencies (outside of Work and Income).~~	Removed	As above
~~T4.17~~		~~Support payments~~	~~Double~~	~~Sum of payments received from Work and Income or other support/social agencies on behalf of customer for this ICP for this billing cycle prorated on services provided ie, include electricity specific debt only for bundled plans, if~~	Removed	Precedent (at aggregate level) in the Covid-19 Section 46 request (Questions C: Number of customer accounts where any

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~able. Eg, if received $191.50 answer '191.5', if received nothing answer '0'.~~		part of the invoice is paid directly by Work and Income, and D: Total payments received from Work and Income). We proposed collecting this field at aggregate level. However, feedback from retailers suggested this would be difficult or impossible to track accurately.
T4.18R	T1a.8	~~Other debt management actions~~	~~Character~~	~~Select the number from the list of debt management actions below, if any were taken as part of debt management related to payment difficulties regarding electricity, or disconnection of electricity, at this ICP, list these actions with each action added as a single row to this table.~~ ~~This list of debt management actions is based on paragraphs 43/44/45/46 of the Guidelines about managing payment difficulties. Use the 'Other' option if you have taken a debt management action that is not in the list below (you can outline other actions taken (11) in the monthly question below).~~ ~~Options:~~ ~~a. Contacted the customer's nominated a support person or~~	Removed New field added to Table 1a to cover aspects of the original question.	Opportunity for retailers to provide evidence of their actions in relation to consumer care. Links to monthly question no.3 (also removed). Note – new payment plan Boolean field added to Table 1a to show when retailers have placed an account on a payment plan to assist in debt management. This was seen as a way of monitoring a key debt management action performed by retailers. Other aspects of this original question are likely to be

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~alternative contact to assist with communication.~~ b. ~~Provided energy efficiency advice direct to the customer.~~ c. ~~Provided consumption profile reduction advice.~~ d. ~~Suggested the installation of a smart meter.~~ e. ~~Offered load control options.~~ f. ~~Paused advancing debt accrual while customer is working with Work and Income or another support/social agency.~~ g. ~~Offered payment plan options (to suit customer's circumstances).~~ h. ~~Offered part payments for bundled services.~~ i. ~~Check with customer if consumption monitoring shows large and sudden rises or falls in electricity consumption not due to seasonal effects.~~ j. ~~Regularly monitor and review the customer's ability to meet debt repayments.~~ k. ~~Other~~		monitored under new consumer care reporting requirements.
T4.19 R	T1a.28	~~Debt management fee~~	~~Double~~	~~Any fees charged to the ICP for debt management actions (this excludes late payment penalties) related to payment difficulties regarding electricity, or disconnection of electricity, at this ICP.~~	Removed New field added to Table 1a to cover aspects	Used to monitor fees as part of the Consumer Care Guidelines. Some concern that this could not be easily provided at ICP level by some retailers.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
				~~Eg, if charged $10.00 answer '10', if not charged answer '0', if you do not charge debt management fees set as 'N/A'.~~	of the original question.	However, if it is available at ICP level, the new wording allows for provision of this data as part of the new 'Other fees' question in Table 1a.
T4.20R	Q.2	~~Write offs~~	~~Double~~	~~Amount of arrears written off within the billing period for the ICP prorated on services provided ie, include electricity specific debt only for bundled plans, if able. Exclude any debt given to a debt collection agency for retrieval.~~	Moved to aggregated questions with definition change.	Precedent in aggregated Retailer Financial Stress Question J: Total customer debt written off during the period" by ICP. Retailers are unlikely to not hold this data by ICP in a manner that aligns with standard monthly billing cycles (due to reconciliation timeframes). Will be requested as an aggregated lump sum. Amalgamated with debt agency question and included an option for retailers to explain where this figure includes debt passed to a debt collection agency.
T4.21R	Q.2	~~Debt agency~~	~~Double~~	~~Lump sum of any debt passed to a debt collection agency for retrieval within the billing period for the ICP prorated on services provided ie, include electricity specific debt only for bundled plans, if able.~~	Moved to aggregated questions with definition change.	Retailers are unlikely to not hold this data by ICP once it has been transferred over to a debt agency.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
						Proposal to ask for this data as an aggregated lump sum. Moved to aggregated question and combined with write offs question above.

Table 5 General Plan

This table was removed from the notice following feedback that the fields requested would be difficult for retailers to accurately respond to (due to the large number of plans and their associated rates used across the different regions of New Zealand).

The key field of 'plan name' will instead now be captured in Table 1b (as 'product offering'), allowing us to monitor retail plan offerings at ICP level. Linking this with 'rate' and 'rate name' in Table 2a will allow us to monitor plan pricing information. Furthermore, this can be linked to 'currently available' in Table 1a to show if this plan (and pricing) is open to new customers. This change maintains the intent of the original Table 5.

This table's purpose is to gain an overview of retailers' current market offerings. It collects information about retailers' basic plans and whether the plans' details are on Powerswitch.

Original Ref no.	New Ref no.	Column	Data Format	Definition	Change made	Reason for change
T5.1 R	T1b.5	Plan name	Character	Name of any plan/membership currently being offered by the retailer to new or existing customers.	Removed Shifted to Table 1b with field name change	Data to be collected in the new Table 1b customer level data as 'Product offering name'
T5.2	T1a.4 &	Brand name	Character	Name of retail brand the plan is offered under.	Removed	No longer required if table removed.

	T1b.4					Data on brands to be collected in both new Tables 1a & b
T5.3	n/a	~~Plan customer type~~	~~Character~~	~~Two options available; 'home' or 'business'~~	Removed	No longer required if table removed.
T5.4	T2a.5	~~Rate name~~	~~Character~~	~~Rates associated with this plan.~~	Removed	Data collected as part of Table 2 by ICP now only
T5.6	T2a.6	~~Rate~~	~~Double~~	~~Dollar per kWh.~~	Removed	Data collected as part of Table 2 by ICP now only.
T5.7	n/a	~~On Powerswitch~~	~~Boolean~~	~~Has the tariff associated with this plan been given to Consumer NZ for the purposes of comparison on Powerswitch? Answer '0' for no, '1' for yes.~~	Removed	No longer required if table removed. Also note that this field relates specifically to Powerswitch, the Authority's current service provider, contracted through to 30 June 2025. An open procurement process is underway, which will determine who the service provider will be from 1 July 2025 for the following term. Including this field in the notice, while this process is underway, was therefore seen as not appropriate at this time.

Retailer aggregated questions

The format of these questions has been significantly adjusted to improve the overall workability of the notice. Questions will now be asked in a tabular format.

Note that we are proposing that retailers with less than 1000 domestic and small business customers (combined) are exempt from completing the full notice and will only be required to complete retailer aggregated questions 2 to 9. A separate table has therefore been provided to assist in accommodating this change.

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.

Original Ref no.	New Ref no.	Column	Data format	Definition	Change made	Reason for change
M1	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.	Changed into tabular format. Question adjusted based on retailer feedback.	Adjusted to make it easier for retailers to submit data in a tabular form, can be automated to supply monthly, or supplied on an annual basis, as appropriate.
	M1.2	Brand name	Character	Retail brand which is associated with these agreements.		
	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 8 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. (eg, $)

Original Ref no.	New Ref no.	Column	Question	Change made	Reason for change
M.2	n/a	~~Bundling~~	~~2. If you provide bundled services with electricity outside of mobile, internet, gas and LPG what are those services?~~	Removed	Question had been used to cross check against the 'Other' field from Table 1 to see if a retailer offers a bundled service no customer is using. This field is no longer required following changes to Table 1.
n/a	Q.2	Write offs and debt	For the month, what is the sum of: (a) all arrears written off	Moved from Table 4	Precedent for asking this question at aggregate level in the Retailer Financial Stress notice, Question J "Total customer debt written off

Original Ref no.	New Ref no.	Column	Question	Change made	Reason for change
			(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.	Definition change	during the period." Requested to assist in monitoring how the financial health of the retail market (establishing a baseline for future financial shocks like Covid-19). Included debt aspect to monitor how retailers' pass on debt and how many consumers may be facing hardship through these practises. Part c was added following retailers feedback, to prevent double counting as some retailers write off debt passed to agencies and others do not.
M.3 R	n/a	Other debt management actions	If you answered 'other' in the 'Other debt management actions' question in Table 4: Debt, use this question to outline the additional actions or programmes, if any, are you implementing to proactively support customers who may have difficulty paying their electricity bill or maintaining connection to electricity)? See example actions below: • Offer bill equalising plans such as SmoothPay • Weekly bill payment options to assist customer budgeting • Offer winter energy support programmes or referrals to external providers	Removed.	This was to assist in monitoring the Consumer Care Guidelines. In response to feedback around the difficulty of supplying this information, this field and the linked field 'other debt management actions' in Table 4 were both removed. Both questions are likely to be monitored under new consumer care reporting requirements.

Original Ref no.	New Ref no.	Column	Question	Change made	Reason for change
			• ~~Zero prepay disconnection fees~~ • ~~No credit checks for new customers~~ • ~~Offer to switch customers to Time of Use plans with free hour/s of power~~ • ~~Gifting customers free hour/s of power such as Power Shout~~ • ~~Provide referrals to housing quality improvement initiatives eg, SEEC, Warmer Kiwi Homes, Healthy Homes Initiative funded programmes or other local community organisations.~~		
M.5 R	Q.3	Credit checks	What is the number of individuals refused electricity supply because of failed credit checks / creditworthiness? ~~the following:~~ *Please specify by small business customers and domestic customers.* a. ~~failed credit checks / creditworthiness~~ b. ~~other~~	Definition change	Adjustment to scope of question based on retailer feedback.
M.6 R	Q.4	Bonds	~~Of customers who failed a credit check but were accepted for an electricity supply, how many were charged bonds?~~ a. ~~Of those who were charged bonds, what was the average initial value of the bond?~~ b. ~~What is your credit score threshold or criterion?~~ c. ~~How do you calculate bonds (standard rate or based on individual customers)?~~	Definition change	Removed link to credit check question above. Question is used for consumer care monitoring in relation to bonds. Audits of responses may also be required as part of new consumer care reporting requirements.

Original Ref no.	New Ref no.	Column	Question	Change made	Reason for change
			~~d. What criteria do you use to charge bonds (eg, credit score threshold?~~ (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.*		
M.7 R	Q.5	Complaints	~~What is the number of complaints received from consumers sorted into the following categories (for avoidance of doubt, a consumer includes those who do not hold an account with the retailer to which the complaint is directed. This excludes complaints related to large business, commercial, and industrial accounts or account enquires. Any complaint received from non-account holders that reference MDC status should be included within the separate MDC reporting):~~ • ~~Billing: includes (but is not limited to) a complaint regarding high bills, billing errors, incorrect or inadequate bill information, fees and charges, and pricing.~~ • ~~Customer service: includes (but is not limited to) a complaint regarding delayed action, failure to act or~~	Definition change	Used to monitor consumer complaints including in relation to the Consumer Care Guidelines. Proposal to add in an 'equipment' category to this list, including meter equipment and meter issues such as estimated bills and noisy equipment, was considered but not progressed following feedback from retailers that reporting on this information would be difficult or impossible in its original format. Question changed in response to focus on the total number of complaints alongside other key

Original Ref no.	New Ref no.	Column	Question	Change made	Reason for change
			~~respond, accessibility (such as phone queue waiting times), failure to follow customer care policy, and complaint handling.~~ • ~~Credit/Debt: includes (but is not limited to) a complaint regarding disputed debt, collection of debt, payment arrangements, SmoothPay, and refusal of service due to poor credit.~~ • ~~Prepay: includes (but is not limited to) a complaint regarding forced transfer to prepay, top up used to repay debt, minimum top up amount being too high, and prepay being unavailable.~~ • ~~Energy Marketing: includes but is not limited to a complaint associated with a retailer's or its agents/representatives' actions in seeking to sign up a customer for a contract for electricity supply/service and may include matters such as sales approach or conduct, sales techniques, misleading conduct etc.~~ • ~~Switch: includes (but is not limited to) a complaint regarding unauthorised switches, switches to the wrong property, a delay in switching, and declined switches.~~ • ~~Disconnection: includes (but is not limited to) a complaint regarding completed or pending disconnections about debt (payment/support options not provided), health and safety (disconnection at certain time of day, or disconnecting a Medically Dependent Consumer), inadequate notice, error, delays, or payments being made to prevent disconnection.~~		~~areas of consumer care monitoring (disconnections, fees, and medically dependent consumers)..~~

Original Ref no.	New Ref no.	Column	Question	Change made	Reason for change
			• ~~Connection: includes (but is not limited to) a complaint regarding new connections about delays, connection costs, and inadequate information, and regarding decommissioning power supplies done in error or delayed.~~ • ~~Medically Dependent Consumer Processes: complaints regarding medical dependency status and process for registering as a medically dependent consumer.~~ • ~~Other: includes any complaint not covered by the categories outlined above.~~ (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 export 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?		

Original Ref no.	New Ref no.	Column	Question	Change made	Reason for change
			Complaints are defined as any issue raised by a customer that has proceeded to an internal dispute resolution process with the contracting retailer.		
n/a	Q.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.*	New question	Added for improved consumer care monitoring in a key area of potential harm.
n/a	Q.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,	New question	As above

Original Ref no.	New Ref no.	Column	Question	Change made	Reason for change
			(f) applications declined because applicant does not permanently or temporarily reside at a customer's premises.		
n/a	Q.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	New question	As above
n/a	Q.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.		As above