

Improving product and consumption information exchange

EIEP14B Consumer's product information

EIEP13A Detailed consumption information

EIEP13B Summary consumption information

Decision paper

17/08/2026

**ELECTRICITY
AUTHORITY**
TE MANA HIKO



Contents

Executive summary	3
Better access to product and consumption data	3
We have made some changes in response to feedback.....	3
Next steps	4
1 Purpose	5
2 Context for the Authority's decision	6
3 Key feedback and the Authority's response	7
Consultation process and overall feedback	7
Alignment with the developing CDR	7
Adoption of JSON file formats	8
Implementation timing and sequencing	9
Consistency between EIEP14A and EIEP14B	9
Usability, accessibility and consumer benefit.....	10
Product identification codes and tariff changes.....	10
Consumer authorisation and EIEP14C/EIEP13C.....	11
Matching product and consumption information.....	11
Product codes, price changes and GST treatment	12
Discussion on the ability to recreate accurate billing data.....	13
Commercial and industrial users	13
4 The final design of EIEP14B, EIEP13A and EIEP13B	14
Summary of decisions	14
Assessment against our objectives.....	14
5 Next steps	16
Implementation of EIEP14B, EIEP13A and EIEP13B	16
6 Attachments	17
Appendix A Final EIEP13A (as published)	18
Appendix B Final EIEP13A – marked up version showing changes following consultation feedback	19
Appendix C Final EIEP13B (as published)	20
Appendix D Final EIEP13B – marked up version showing changes following consultation feedback	21
Appendix E Final EIEP14B (as published)	22
Appendix F Final EIEP14B – marked up version showing changes following consultation feedback	23

Executive summary

Better access to product and consumption data benefits consumers

The Electricity Authority Te Mana Hiko (Authority) is improving and standardising access to electricity product information for consumers. This is part of our work to strengthen the underlying data infrastructure of the retail electricity market and unlock more choice for consumers.

The Authority has decided to prescribe a new information exchange protocol, electricity industry exchange protocol - EIEP14B, based on the format described in the consultation [Improving product and consumption information exchange – proposals for new and updated standards](#). We have also decided improvements to existing information exchanges for consumer consumption data – EIEP13A and EIEP13B.

These changes strengthen the information exchange environment and enable clearer understanding of electricity plans being provided to consumers in the retail market. This will unlock more reliable comparisons between plans and smarter energy choices for consumers.

With better access to data, consumers will be better able to make informed decisions about which electricity retailer and plan best suits their consumption patterns.

EIEP13A prescribes a standardised format for detailed consumption information and EIEP 13B prescribes a standardised format for summary consumption information. These have been updated to allow consumer-specific consumption information to be presented in a more consistent, consumer-friendly format.

EIEP14B prescribes a standardised format for how retailers provide information about a consumer's own electricity plan. Information will be provided about the details of the current plan applying to a specific Installation Control Point (ICP).

Requests for consumer plan information may also be made by a consumer or their authorised agent. Retailers will need to verify that the requestor has obtained the appropriate consent before providing this information, as this includes personally identifiable information.

With better access to data, consumers will be better able to make informed decisions about which electricity retailer and plan best suits their consumption patterns.

We have made minor changes in response to feedback

The Authority has retained the overall design of EIEP14B, including its alignment with EIEP14A, and to respond to submitter feedback has made minor refinements to the proposed information requirements.

The most significant change related to feedback on the ability of consumption data collected under EIEP13A to be matched to tariff information from EIEP14B. The Authority has clarified how consumption data should be identified, aligning the validation requirements with current industry practice. This change will improve the consistency of matching between electricity usage information and tariff information.

The final designs of EIEP14B, EIEP13A and EIEP13B deliver a practical and future-focused framework for information exchange. Together, these protocols will improve access to electricity product and consumption information, support the development of innovative consumer services, and help prepare the electricity sector for future machine-to-machine and real-time data exchange through the introduction of JSON-based information standards.

The final protocols do not introduce material additional implementation requirements beyond those consulted on. The Authority is therefore retaining the implementation date of 30 October 2026.

Next steps

The final protocols will take effect from 30 October 2026, alongside related Code changes and EIEP14A. The Authority will shortly consult on EIEP14C and updates to EIEP13C to support request, authorisation and verification processes.

The Authority is also working closely with MBIE to maximise alignment between the EIEPs and the Consumer Data Right (CDR) and avoid unnecessary duplication of investment, reducing implementation costs for retailers and ultimately costs to consumers.

1 Purpose

- 1.0 This paper sets out the Authority's final decision on the formats of:
 - (a) the new Electricity Information Exchange Protocol 14B – Consumer's product information (EIEP14B)
 - (b) the updated Electricity Information Exchange Protocol 13A – Detailed consumption information (EIEP13A)
 - (c) the updated Electricity Information Exchange Protocol 13B – Summary consumption information (EIEP13B).
- 1.1 This paper explains the Authority's decisions, summarises the key feedback received through consultation, explains how the Authority has responded, and outlines the next steps for implementation.
- 1.2 The final EIEP13A, EIEP13B and EIEP14B protocols and marked up versions that show changes following the consultation are attached as Appendices.

2 Context for the Authority's decision

The Authority is strengthening standards to improve access to consumer information on electricity products and consumption

- 2.0 In October 2025, the Authority decided to improve access to retail product information by mandating a suite of new and revised EIEPs. A new EIEP14A specifies the format of how retailers share information about their electricity products and plans with any person who requests the information, including consumers and third-party service providers.
- 2.1 The new EIEP14B extends that work by establishing a standard format for information about the plan that applies to a specific consumer and ICP. EIEP14B was designed for consistency with the now prescribed EIEP14A.
- 2.2 Updated EIEP13A and EIEP13B modernise the standards for detailed and summary consumption information, including by supporting machine-readable formats and clearer data structures.
- 2.3 Strengthening these protocols empowers consumers by improving access to information. It enables consumers to take advantage of tailored comparison and switching advice based on meaningful product information and actual consumption history.
- 2.4 The Authority intends these protocols to support both consumers and authorised third parties. Consumers may request information directly from retailers, and arrangements for providing consent to enable third-party services to access information on behalf of consumers will be streamlined in the revised EIEP13C and the new EIEP14C.
- 2.5 Since consulting, the draft CDR regulations have provided greater clarity on the intended scope and operation of Open Electricity. The CDR will support automated data sharing through accredited requestors. However, not all retailers will become designated data holders.
- 2.6 The Authority supports consumer access to consumption and tariff information and expects there will continue to be a role for the EIEPs in supporting access to information for all consumers. We are working with MBIE on the opportunities for alignment with CDR data exchange and authorisation mechanisms to minimise development burden on retailers as the CDR framework develops.
- 2.7 Greater visibility on the CDR has influenced several of our responses to specific consultation feedback, including implementation timelines, the specification of JSON data formats and our assessment of the role of the EIEPs alongside the emerging CDR framework.

3 Key feedback and the Authority's response

Consultation process and overall feedback

- 3.0 The Authority consulted from 4 to 24 June 2026 on the proposed new EIEP14B and updates to EIEP13A and EIEP13B.
- 3.1 The consultation paper invited feedback on these proposals on the form and design of the new and updated protocols. Specifically:
- (a) **Structure** – how EIEP14B groups consumer tariff information and how EIEP13A and 13B organise consumption information, to support efficient and consistent information exchange.
 - (b) **Attributes** – whether the data fields and attributes provide sufficient information to accurately represent a consumer's electricity plan and consumption history.
 - (c) **Technical design** – including data formats, JSON support, date and time standards, Register Content Codes (RCC), meter channel information and future proofing.
 - (d) **Operational effectiveness** – whether the protocols are practical to implement and support the intended consumer mobility use cases, including comparison, switching and budget services.
 - (e) **Alignment and interoperability** – including consistency with EIEP14A and support for the evolving Open Electricity framework
- 3.2 Seven submissions were received (from Cortexo, ERGANZ, Meridian, Contact, Genesis, Utilities Disputes, and one individual consumer)¹.
- 3.3 We have carefully considered all submissions received and we thank submitters for their feedback.
- 3.4 Submitters generally supported the Authority's objective of improving access to product and consumption information. There was broad support for aligning EIEP14B with EIEP14A, modernising EIEP13A and EIEP13B, and enabling more consistent machine-readable information exchange.
- 3.5 The Authority's responses below focus on the key themes raised by submitters.
- 3.6 Minor drafting errors and inconsistencies identified through submissions have been reviewed and corrected in the final protocols where appropriate. Additional clarification has been made to EIEP13A and EIEP13B following consultation feedback.

Alignment with the developing CDR

Feedback from submitters on the alignment with the CDR

- 3.7 Several respondents reiterated their preference for EIEPs to be aligned with the developing CDR framework. ERGANZ requested a more formal alignment roadmap with the CDR.

Authority's response

- 3.8 The Authority supports alignment between the EIEPs and the emerging CDR framework wherever practical. The development of EIEP14A, EIEP14B, EIEP13A and EIEP13B has established standardised approaches to the identification, structure and exchange of product and consumption information. These standards provide the building blocks

¹ [Improving product and consumption information exchange - proposals for new and updated standards | Our consultations | Our projects | Electricity Authority](#)

required to support advanced data-sharing arrangements, regardless of the mechanism used to exchange that information.

- 3.9 The Authority recognises that the EIEPs and the emerging CDR framework are intended to support different, although sometimes overlapping, use cases. The Authority has a continued obligation to facilitate consumer access to consumption and tariff information. The EIEPs support that obligation by providing standardised mechanisms through which consumers, and authorised persons acting on their behalf, can request and receive information from retailers.
- 3.10 The CDR framework is intended to support data-sharing arrangements through accredited participants and automated exchange mechanisms. The Authority considers that the EIEPs continue to play an important role in enabling consumers and authorised agents to request information. This includes use cases that may not be covered by the CDR framework, for example where a retailer is not a designated data holder. The Authority therefore sees value in maintaining and improving the EIEP standards to support comparison, switching and other consumer mobility services.
- 3.11 While submitters sought a more formal alignment roadmap, the Authority considers it important to continue delivering near-term improvements in access to product and consumption information while the CDR framework develops. The Authority will continue to pursue opportunities for alignment as greater certainty emerges regarding the scope and operation of the CDR.
- 3.12 Once the CDR framework is finalised, the Authority will review alignment between the two regimes and consider whether any amendments to the EIEPs are appropriate to minimise duplication and implementation costs for retailers.

Adoption of JSON file formats

Feedback from submitters on data formats

- 3.13 There was general support from submitters for machine-readable formats and for adding JSON capability. Cortexo preferred a move to JSON-only. Contact considered the JSON requirement a significant system change and raised concerns about the scale of system changes required and its ability to meet the implementation deadline.
- 3.14 Submitters also identified technical inconsistencies in draft examples and suggested that additional examples and guidance material would better support consistent implementation. ERGANZ suggested that the Authority publish a machine-readable JSON schema or similar validation artefact to support implementation consistency.

Authority's response

- 3.15 The Authority has retained support for JSON while continuing to allow CSV or alternative formats where permitted by the protocols. This approach balances the benefits of modern machine-readable exchange with the need to manage transition costs and legacy system constraints. It is also consistent with the broader direction of travel towards more automated data sharing.
- 3.16 To support implementation additional guidance, including machine-readable JSON schemas have been provided. The final protocols include prescribed JSON structures, field definitions, validation requirements and worked examples that the Authority considers sufficient to support implementation at this time.
- 3.17 We note that JSON formats will be a requirement for retailers under the CDR and consequently we expect retailers to adopt JSON for EIEP13A data requests as and when

they are prescribed by the CDR. Continued support for CSV will enable individual consumers to access data without the help of third parties, ensuring that our standards benefit all consumers.

- 3.18 EIEP14C is intended to provide a framework for more automated information exchange arrangements.

Implementation timing and sequencing

Feedback from submitters on implementation timing

- 3.19 Retailer submitters raised concerns about implementation pressure, including the need to implement these protocols alongside EIEP14A, better billing changes and other regulatory initiatives.
- 3.20 Submitters also requested clarity on the timing of EIEP14C and updates to EIEP13C, because those protocols are expected to support request, authorisation and verification processes.

Authority's response

- 3.21 The Authority acknowledges the development burden on data providers. In response to concerns around timelines the Authority has deferred the implementation date for Improving Billing changes to 1 April 2027.
- 3.22 The Authority considers that improving access to consistent product and consumption data is important and that early availability will support consumer choice. Publishing these EIEPs will also facilitate better alignment with CDR standards and reduce duplication and development burden in the future.
- 3.23 The Authority notes that adopting JSON capability within existing systems will require development time, however, this is not obligated at this time. We expect that JSON will become the industry standard in the future and expect retailers to enable this feature for EIEPs in alignment with the developments required to support the CDR.
- 3.24 We will consult on the updated EIEP13C and the new EIEP14C in early September. The new EIEP13C and EIEP14C will be the electronic request formats for EIEP13A and 13B, and for EIEP14 A and EIEP14B. The new EIEP14C will be derived from EIEP13C, and we expect its use to require minimal system or process development.
- 3.25 While future updates to EIEP13C and the new EIEP14C may support real-time machine-to-machine authentication and verification, the protocols will not require these arrangements from commencement.
- 3.26 The Authority considers that the final protocols do not introduce material additional implementation requirements beyond those consulted on. The Authority is therefore retaining the implementation date of 30 October 2026.

Consistency between EIEP14A and EIEP14B

Feedback from submitters

- 3.27 Submitters broadly agreed that the proposed EIEP14B was consistent with the prescribed EIEP14A. Some submitters identified drafting errors or inconsistencies in examples and field descriptions. Contact questioned whether some mandatory network-related fields were necessary because similar information may be available from the registry.

Authority's response

- 3.28 The Authority has retained the overall EIEP14B design such that individual consumer plan information is consistent with the structure established for product information in EIEP14A.
- 3.29 The Authority has retained mandatory network-related fields where they are needed to reflect the values used or assumed by the retailer for billing, which may not always be identical to current registry values. While these values will often align with registry information, the Authority considers it important that EIEP14B reflects the information relied on by the retailer, rather than requiring recipients to infer those assumptions from other systems.
- 3.30 The final protocol has been updated to correct confirmed errors.

Usability, accessibility and consumer benefit

Feedback from submitters

- 3.31 Submitters generally agreed that the protocols would support more accurate plan comparison and consumer choice when used by technically capable third-party services. Utilities Disputes supported improved access to clear and meaningful data but noted that consumer input and testing had been limited.

Authority's response

- 3.32 The Authority agrees that many consumers are likely to access the information through authorised agents, comparison services and switching tools. However, the protocols are also intended to support direct access by consumers, including through existing retailer request processes. The purpose of the standards is therefore to ensure consistent access to information regardless of whether the request is made directly by a consumer or on their behalf.
- 3.33 The Authority acknowledges that direct consumer participation in the development process has been limited. The development workshops were primarily technical in nature and focused on protocol design and implementation considerations from retailers and third-party providers who seek to provide such information to consumers.
- 3.34 However, submissions from Consumer NZ and other consumer representatives during the consultation on EIEP14A provided clear evidence of the benefits of improving access to retail product information for comparison.
- 3.35 The Authority will continue to monitor implementation experience and consider feedback from consumers, advisers and industry participants as the protocols are used in practice.

Product identification codes and tariff changes

Feedback from submitters on Product Identification Codes

- 3.36 Submitters sought clarification on whether tariff changes and pricing variations within a plan would require a new product identification code.

Authority's response

- 3.37 The Authority considers that product identification codes are primarily addressed through EIEP14A. The protocols are intended to accommodate different approaches. Retailers may choose to manage tariff changes within an existing product or through the creation of a new product, depending on their own product design and management practices.²

² [Improving electricity billing guidance](#)

- 3.38 The Authority does not intend to prescribe how retailers manage tariff changes within an existing product. However, retailers must continue to provide information in a way that accurately represents the plan applying to a consumer and supports meaningful comparison of products. The protocols are designed to accommodate situations where customers on the same plan may have different tariff rates. A change in tariff rates does not necessarily require the creation of a new product identification code, provided the applicable tariff information is accurately represented.
- 3.39 EIEP14B requires retailers to provide the tariff information that applies to the consumer, including known future tariff changes where applicable. This allows customer-specific tariff information to be shared separately from the product identification code, providing retailers flexibility in how they manage pricing variations and tariff updates.

Consumer authorisation and EIEP14C/EIEP13C

Feedback from submitters on the Consumer Authorisation code

- 3.40 Submitters considered the Consumer Authorisation Code field useful but requested more clarity on its role. ERGANZ suggested renaming the field to better distinguish it from a request identifier, while Genesis considered that the field's intended use remained unclear. Several submitters noted that EIEP14B depends on a settled authorisation and verification mechanism.

Authority's response

- 3.41 The Authority has retained the Consumer Authorisation Code field. While submitters suggested alternative terminology, the term is already used within the existing EIEP13 suite, and the Authority does not consider that changing the name of the field would materially improve understanding.
- 3.42 The purpose of the Consumer Authorisation Code is to link a request or response to evidence that the consumer has authorised an agent to request information on their behalf. The field is intended to provide a reference to the authorisation record rather than act as a request identifier.
- 3.43 The Authority acknowledges that consumer authorisation processes already exist under the Code and may continue to be used from the commencement of EIEP14B. Forthcoming EIEP14C and updates to EIEP13C are intended to support more standardised request, authorisation and verification processes (subject to consultation). While future protocols may facilitate real-time machine-to-machine authentication and verification, data providers will not be required to implement such capabilities from the commencement date.
- 3.44 Further guidance on the use of the Consumer Authorisation Code will be provided in the procedures document for EIEP14C in due course.

Matching product and consumption information

Feedback from submitters on matching

- 3.45 Several submitters raised concerns about whether consumption information provided under EIEP13A can be reliably matched to tariff information provided under EIEP14A and EIEP14B.
- 3.46 Submitters highlighted issues relating to RCCs, periods of availability (PoA), meter channel identifiers and differences between registry information, metering data and

retailer billing systems. Some submitters considered that additional prescription or guidance was required to ensure consistent interpretation across retailers.

Authority's response

- 3.47 The Authority acknowledges the technical concerns raised by submitters regarding the relationship between registry information, metering data, retailer billing systems and the representation of RCCs, PoA and meter channel identifiers. The Authority agrees that greater clarity is required to support consistent matching of consumption and tariff information and has made a change to EIEP13A and EIEP13B to reflect this.
- 3.48 Submitters noted that a common industry practice is to provide consumption data using the RCC and PoA of the cumulative billing register (for example, UN-24 or CN-16) rather than the RCC and PoA of the underlying half-hourly or interval register (for example, 7304-24). Submitters considered that this approach improves the ability to match consumption information with tariff information provided under EIEP14A and EIEP14B. The Authority notes that the worked examples included in the draft protocols were already intended to reflect this approach. However, feedback identified that the validation rules did not make this expectation sufficiently clear.
- 3.49 Having considered this feedback, the Authority has decided to update the validation requirements in EIEP13A and EIEP13B to clarify this intended approach and improve consistency across implementations. The updated validation rules require retailers to provide consumption data using the RCC and PoA of the cumulative billing register. The Authority considers that this clarification aligns with current industry practice and will improve the consistency of matching between consumption and tariff information.
- 3.50 The Authority recognises that there will continue to be some circumstances where a match between consumption data and tariff information is not possible. This may occur where multiple cumulative registers contribute to a single interval data stream, such as where a meter is configured with separate night and day registers.
- 3.51 The alignment of RCC and PoA information across the EIEP standards is important and this clarification will improve the consistency of information exchange and matching outcomes.
- 3.52 However, broader issues relating to meter channel identifiers, registry data, metering practices and retailer system design remain outside the scope of this review. The Authority will continue to consider whether future guidance material or protocol updates could assist in addressing these issues.

Product codes, price changes and GST treatment

Feedback from submitters on GST treatment

- 3.53 Genesis noted inconsistency between GST exclusive amounts in EIEP14B and the Authority's wider approach to GST inclusive billing information.

Authority's response

- 3.54 The Authority recognises that requiring GST exclusive prices in EIEP14B is not fully consistent with the policy intent of the Better Billing principles, which seek to ensure consumers are presented with information that aligns with the amounts shown on their bill.
- 3.55 EIEP14A and EIEP14B are information exchange standards primarily designed to support comparison and switching services by providing access to product and tariff information. The Authority expects that most users of EIEP14B will be third-party service providers acting on behalf of consumers, rather than consumers directly.

- 3.56 EIEP14A was prescribed in July 2026 and requires prices to be reported exclusive of GST. Maintaining the same approach in EIEP14B ensures consistency between the two standards and allows a consumer's specific tariff information to be more readily compared to the broader product information available under EIEP14A.
- 3.57 For these reasons, the Authority has decided to retain the requirement for prices to be reported exclusive of GST under EIEP14B.

Discussion on the ability to recreate accurate billing data

Feedback from submitters

- 3.58 Feedback from several submitters highlighted the challenges of using consumption and product data to recreate accurate billing information.
- 3.59 Submitters noted limitations associated with matching consumption, tariff and registry information, and the inability to identify when certain plan-specific benefits or discounts, such as free-hour offers, were applied. Cortexo also raised concerns that the proposed protocols may not always allow an exact customer bill to be recreated from EIEP13A and EIEP14B information alone.
- 3.60 Several submitters also raised concerns regarding the treatment of missing, estimated and corrected consumption data. Submitters noted that differences in how data gaps, estimates and subsequent corrections are represented may make it difficult to distinguish between actual, estimated and revised consumption information and may further limit the ability to accurately reconstruct historical billing outcomes.

Authority's response

- 3.61 The Authority acknowledges that these issues may make it difficult to reliably recreate historical bills using information exchanged under EIEP13A, EIEP13B and EIEP14B. This includes limitations arising from the treatment of missing, estimated and corrected consumption data, differences in how historical data revisions are managed, and the absence of some information that may affect historical bills, such as plan-specific discounts and customer-selected free usage periods.
- 3.62 The Authority notes that the treatment of missing and estimated consumption data is already addressed through existing Code and metering requirements. We expect these requirements to continue to be applied when providing information under EIEP13A.
- 3.63 The primary purpose of the EIEPs is to support comparison, switching and consumer mobility services by providing access to product and consumption information. The Authority's broader consumer mobility programme also includes initiatives to improve the quality, transparency and usability of billing information provided directly to consumers.
- 3.64 While the information exchanged under EIEP13A, EIEP13B and EIEP14B may assist consumers and third parties to better understand electricity costs, the Authority does not expect the standards to support the accurate reconstruction of historical bills in all circumstances. Achieving that outcome would require additional information and greater standardisation across consumption, tariff, product and billing systems than is necessary to support the objectives of these protocols.

Commercial and industrial users

Feedback from submitters

- 3.65 Submitters generally accepted that the primary use case is residential and small business information exchange. Some submitters noted that commercial and industrial

arrangements can involve bespoke pricing, demand and power factor information, embedded networks, multiple registers and commercially sensitive contractual terms.

Authority's response

- 3.66 The Authority has not expanded the protocols to fully accommodate commercial and industrial use cases at this stage because business electricity deals are usually negotiated. Expanding the protocols would risk over-engineering the formats and delaying delivery of improvements for the primary consumer and small business use cases. The Authority may consider further work if future evidence shows a clear need and benefit.

4 The final design of EIEP14B, EIEP13A and EIEP13B

Summary of decisions

- 4.0 Taking into consideration the feedback received, the Authority has decided to proceed with the new EIEP14B and the updated EIEP13A and EIEP13B, with only minor drafting and technical corrections.
- 4.1 The key decisions are:
- (a) EIEP14B, EIEP13A and EIEP13B will proceed largely as consulted on.
 - (b) The Authority has clarified the RCC and PoA validation rules in EIEP13A and EIEP13B to support more consistent matching of consumption and tariff information across the EIEP standards.
 - (c) JSON will be supported as an optional data format, while CSV will remain an acceptable format under the protocols.
 - (d) The implementation date will remain 30 October 2026.
 - (e) The Authority's objective is to improve access to product and consumption information as soon as practicable. While the CDR framework continues to develop, the Authority considers that the EIEPs will provide immediate benefits to consumers and authorised agents.
 - (f) The EIEPs are not intended to support the accurate recreation of historical bills, which the Authority considers to be beyond the scope of this project.
 - (g) EIEP14B will continue to require prices to be reported exclusive of GST to maintain alignment with EIEP14A.

Assessment against our objectives

- 4.2 The Authority considers the final protocols meet our objectives. In reaching this view, we have considered the consultation feedback against each of the assessment criteria:
- (a) Effectiveness – submitters generally supported the view that the protocols will improve access to product and consumption information and support comparison, switching and other consumer mobility services.
 - (b) Efficiency and proportionality – submitters raised concerns regarding potential future rework if the protocols are not sufficiently aligned with the developing CDR, as well as implementation costs and compliance burden on retailers. The Authority has clarified the distinction between the CDR and the EIEPs and reiterated our preference to align standards where possible.

- (c) Feasibility and implementation risk – several submitters highlighted the challenges associated with implementing these protocols alongside other regulatory initiatives and system changes. The Authority has noted these concerns and to reduce the burden on retailers, has clarified that JSON data formats can be adopted as and when they are required under the CDR.
 - (d) Data quality and reliability – submitters identified opportunities to improve consistency and matching between consumption and tariff information. The Authority has responded by clarifying RCC and PoA requirements and addressing technical issues raised during consultation.
 - (e) Strategic alignment – submitters, particularly ERGANZ, emphasised the importance of alignment with the developing CDR. The Authority has considered those concerns and will continue to pursue opportunities for alignment while maintaining mechanisms that support access to information for all consumers.
- 4.3 The Authority recognises implementation risk and the need for further practical guidance in some areas but considers the consumer and market benefits justify proceeding. The protocols are a proportionate near-term step while wider digital and CDR reforms develop. Procedures documents published alongside the protocols to provide practical guidance for their use.
- 4.4 The Authority considers the final protocols meet our objectives. They provide a consistent structure for plan and consumption information, allow retailers to reflect different tariff structures, support more accurate and timely data exchange, and provide a platform for third-party services to develop better comparison and switching tools.

5 Next steps

Implementation of EIEP14B, EIEP13A and EIEP13B

- 5.0 EIEP14B, EIEP13A and EIEP13B will take effect from 30 October 2026. From that date, retailers must use the standardised EIEP14B format when providing information about a consumer's own electricity plan, and the modernised EIEP13A and EIEP13B formats when providing detailed and summary consumption information to consumers or authorised agents.
- 5.1 If significant problems or anomalies are identified when using the new protocols, these should be drawn to the attention of the Authority (consumer.mobility@ea.govt.nz).
- 5.2 The Authority will publish supporting procedure documents for each EIEP on the Authority's website alongside this decision paper. These documents set out procedures that apply to retailers when they respond to requests for information about their electricity products.
- 5.3 We intend to shortly release a consultation on EIEP14C and a revised EIEP13C to support request, authorisation and verification arrangements.
- 5.4 The Authority will review the EIEPs as further detail about the standards, specifications and timelines for the CDR framework emerges. This will allow the Authority to identify opportunities for alignment, reduce unnecessary duplication for retailers and consider the future role of the EIEPs as the CDR framework develops.

6 Attachments

6.0 The following appendices are attached to this paper.

Appendix A Final EIEP13A (as published)

Appendix B Final EIEP13A – marked up version showing changes following the consultation

Appendix C Final EIEP13B (as published)

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