

Requests for consumer's product information - EIEP14B

Procedures

Version 1.0

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Introduction

- 1.1. Clauses 11.32A to 11.32G of the Electricity Industry Participation Code 2010 (the Code) (as amended from 30 October 2026) require retailers to provide information relating to a consumer's product information, upon request.
- 1.2. This document sets out procedures that apply to retailers when they respond to requests for consumer product information. The document also contains information that will assist consumers and their authorised agents making a request for consumer product information.
- 1.3. A "retailer"¹ includes any participant that supplies electricity to any other person for any purpose other than for resupply by the other person. This definition includes retailers that purchase electricity from any other person to on sell to a consumer.
- 1.4. Any questions about this procedures document should be directed to the Authority's Consumer Mobility team by email to consumer.mobility@ea.govt.nz.

What information must retailers provide?

Code reference: clause 11.32AA and 11.32B

- 1.5. The retailer must provide the requested information in the EIEP14B format when a valid request is made for consumer product information for a specific consumer and installation control point (ICP).
- 1.6. The retailer must provide the most up-to-date information it holds about the consumer's current retail tariff plan and associated product information.

When must a retailer provide consumer product information upon request

Code reference: clause 11.32AA and 11.32B

- 1.7. Retailers must provide the requested product information to the requester no later than five business days after receipt by the retailer of a complete application. A complete application must contain all information reasonably required by the retailer to verify the identity of the consumer to whom the request relates, or the authority of a person acting on behalf of that consumer.

How can consumer product information be requested?

- 1.8. A consumer or authorised person may request a retailer's Consumer product information may be requested by:
 - (a) The consumer to whom the information relates
 - (b) A person authorised to act on the behalf of the consumer
- 1.9. A request may be made by:

¹ As defined in Clause 1.1 of the Code

- (a) a phone call to the retailer
 - (b) written request to the retailer, transmitted by email or post.
- 1.10. In addition to the methods identified in paragraph 1.9, if the retailer has provided a suitable facility, a request may be made electronically, eg via a website or a smartphone application.
- 1.11. Requests may also be submitted through a system specified in EIEP14C (subject to consultation).

Can a retailer charge a fee for providing customer product information?

Code reference: clause 11.32B(3)

- 1.12. A retailer must not charge a fee for responding to a request for customer product information.

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

Code reference: clause 11.32F

- 1.13. Clause 11.32F(1) requires the Authority to publish, and keep published, procedures for responding to consumer requests for consumer product information. The Authority must also prescribe 1 or more EIEPs with which a retailer must comply when responding to such a request where required to do so under clause 11.32B or 11.32G.
- 1.14. The Authority's published procedures consist of:
 - (a) this document
 - (b) the EIEP14B protocol, which specifies the format that must be used when providing consumer product information relating to a specific consumer and ICP.
- 1.15. EIEP14B supports the exchange of information in both JSON and CSV formats and sets out the detailed technical requirements for those formats.
- 1.16. Clause 11.32B requires retailers to comply with the procedures and any relevant EIEP published by the Authority under clause 11.32F.
- 1.17. EIEP14B is published on the Authority's [website](#).²

EIEP14B: Consumer product information

- 1.18. EIEP14B: Consumer product information:
 - (a) is a file format used by a retailer to respond to a request for information about a consumer's current retail tariff plan applying to a specific ICP
 - (b) is designed as a standardised information exchange format to provide information relating to a consumer's current retail tariff plan, including the applicable product identification code and other plan information applying to that consumer and ICP

² See <http://www.ea.govt.nz/operations/retail/eiep/regulated-electricity-information-exchange-protocols/>

- (c) specifies both CSV and JSON as acceptable file formats for the standardised exchange of consumer product information
- (d) may be requested by the consumer to whom the information relates, or by a person authorised to act on behalf of that consumer
- (e) is transmitted in the EIEP14B prescribed format electronically via the system specified in EIEP14C.

1.19. Further information about the EIEP14B can be found on the Authority's [website](#).³

What must retailers do to keep information secure?

Code reference: clause 11.32B / privacy obligations

- 1.20. Retailers must be satisfied as to the identity of the consumer or authorised person making the request and must ensure that consumer product information is provided only to the consumer or authorised person entitled to receive it. Retailers should develop and implement processes that ensure consumer product information is disclosed only to the appropriate consumer or authorised person and should comply with the Privacy Act 2020 and good business practice.

What if the request comes from an authorised person?

- 1.21. A consumer may authorise another person to request consumer product information on their behalf.

Product identification code

- 1.22. The Code requirement for retailers to assign product identification codes will come into effect on 30 October 2026, aligned with the implementation of EIEP14B. Guidance on how these codes are assigned to retail plans was developed in consultation with industry stakeholders, and is available here - [Improving electricity billing guidance](#).

Consumer Authorisation code

- 1.23. EIEP14B includes a Consumer Authorisation Code field. Where a Consumer Authorisation Code is included in a request, the retailer should include the same code in its EIEP14B response. Further guidance on the creation, use and validation of Consumer Authorisation Codes will be provided as part of EIEP14C.

³ The Authority has prescribed the registry transfer hub as the EIE system.