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Electricity Industry Participation Code (Improving Electricity Billing Amendment 2026) Amendment (No 2) 2026

This amendment to the Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026 is made under section 38 of the Electricity Industry Act 2010 (Act) by the Electricity Authority having complied with section 39 of the Act.

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Amendment

1 Title

This is the Electricity Industry Participation Code (Improving Electricity Billing Amendment 2026) Amendment (No 2) 2026.

2 Commencement

This amendment comes into force on 30 November 2026.

3 Code Amendment amended

This amendment amends clause 6 and Schedule 1 of the Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026 by making amendments to new clause 11.32H and new Schedule 11A.2 to be inserted into the Electricity Industry Participation Code 2010 by clause 6 and Schedule 1.

4 Clause 6 amended

Amend clause 6 by making the following amendments to new clause 11.32H:

- (a) in subclause (2)(b), replace “in the customer’s invoice in accordance with clause 5(1)(g) of Schedule 11A.2” with “in dollar figures”:
- (b) replace subclauses (2)(c) and (d) with:
- (c) state that the customer can request a payment plan under which the customer—
 - (i) is not required to pay the undercharged amount until the expiry of either—
 - (A) a minimum of the period during which the undercharging occurred, if the undercharging occurred over a period of less than 6 months; or
 - (B) at least 6 months, in any other case; and
 - (ii) may pay the undercharged amount in instalments by contacting the **retailer** and arranging payment in instalments; and
- (c) renumber subclause (2)(e) as subclause (2)(d):
- (d) after subclause (2), insert:
 - (2A) The information in subclause (2)(b) and (c) may be provided in the customer’s invoice or in separate written communication to the customer.
 - (2B) A **retailer** is not required to comply with subclauses (2)(a) or (c) if the undercharged amount is less than either \$50 (inclusive of GST) or 25% of—
 - (a) the average amount for **electricity** charges invoiced to the customer for each invoicing period over the last 12 months; or
 - (b) if the customer has been a customer of the **retailer** for less than 12 consecutive months, a reasonable estimate of the customer’s expected average amount for **electricity** charges likely to be invoiced to the customer for each invoicing period over a 12-month period, starting from the customer’s first invoicing period.

5 Schedule 1 amended

Amend Schedule 1 by revoking clause 5(1)(g) of new Schedule 11A.2.

Made at Wellington on 28 September 2026



JOHN HARBORD
Chair
Electricity Authority

Certified in order for signature:



Nichola Lambie
Manager Legal – Legislation
Electricity Authority
25 September 2026



Nick Crang
Consultant
Duncan Cotterill
24 September 2026

Explanatory Note

This note is not part of the amendment but is intended to indicate its general effect.

This amendment to the Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026 comes into force on 30 November 2026.

The amendment amends clause 6 and Schedule 1 of the Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026 to:

- a. impose a threshold of either a fixed GST inclusive threshold of \$50 or 25% of the customer's average invoiced amount on the requirement for a retailer to provide additional support to a customer when seeking to recover an undercharged amount, with retailers given the ability to choose to apply either threshold; and
- b. amend the requirement for retailers to include an undercharged amount in an invoice to also allow undercharged amounts to be provided by separate written communication to the customer.

These amendments to the Electricity Industry Participation Code 2010 will apply to participants, as defined in the Act, from 1 April 2027 when the Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026 comes into force.

This is secondary legislation issued under the authority of the Legislation Act 2019 .	
Title	Electricity Industry Participation Code (Improving Electricity Billing Amendment 2026) Amendment (No 2) 2026
Instrument ID	
Empowering provisions	Electricity Industry Act 2010, section 38
Date made	28 September 2026
Date as at	Not applicable
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Administering agency	Electricity Authority