Electricity Industry Participation Code 2010

Part 11
Registry information management

Contents

11.1	Contents of this Part
11.2	Requirement to provide complete and accurate information
11.2A	Use of contractors
11.3	Certain points of connection must have ICP identifiers
11.4	Distributors must create ICP identifiers for ICPs
11.5	Participants may request that distributors create ICP identifiers for ICPs
11.6	ICP status
11.7	Provision of ICP information
11.8	Provision of and changes to ICP information and NSP information by participants
11.8A	Metering equipment providers to provide registry metering records to registry manager
11.8B	Metering equipment providers to arrange for regular audits
11.9	*[Revoked]*
11.10	Distributors to arrange for regular audits
11.11	Authority and participant requested audits
11.12	*[Revoked]*
11.13	*[Revoked]*
11.14	Process for maintaining shared unmetered load
11.15	Process for customer or embedded generator switching
11.15AA	Restrictions during switch protected period
11.15AB	Retailer may communicate with customers for certain purposes
11.15AC	Restrictions on use of customer information by retailer prior to or during switch protected period
11.15AD	*[Revoked]*
11.15A	Application of Schedule 11.4
11.15B	Trader and retailer contracts with customers to permit assignment by Authority
11.15C	Process for trader or retailer events of default
11.16	Trader to ensure arrangements for distribution services and metering
11.17	Connecting ICP that is not also NSP
11.18	Trader responsibility for ICP
11.18A	Registry manager to advise metering equipment providers
11.18B	Metering equipment provider responsibility for metering installation for ICP
11.19	Authority to specify timeframes and formats of information
11.20	Registry must be available between 0730 and 1930 each day
11.21	Confirmation of receipt of data
11.22	Registry manager must maintain register of information
11.23	Reports from registry manager

11.24 Registry manager delivers reports to specific participants
11.25 Reports to clearing manager, system operator or reconciliation manager
11.26 Reports to reconciliation manager
11.27 Reports to Authority
11.28 Access to registry
11.29 Registry information change
11.30 Use of ICP identifier on invoices
11.30A Provision of information on dispute resolution scheme
11.30B Provision of information on electricity plan comparison site
11.30C Specific requirements for information provided on websites and by other electronic means
11.30D Limitations on required information disclosure under clause 11.30A and 11.30B
11.30E Meaning of "related entity"
11.31 Customer and embedded generator queries
11.32 Reliance on registry
Access by consumers to their own electricity information
11.32A Retailers must give consumers their electricity information
11.32AA Product identification codes for retail tariff plans
11.32B Requests for information
11.32C Retailers must give written notice to consumers of availability of information
11.32D Information security
11.32E Agents
11.32EA Retailer actions on receipt of requests from agents
11.32EB Decisions on requests
11.32EC Requirements for agents who are participants
11.32ED Additional requirements on retailers for authorisations in prescribed form and requests received through the EIE System
11.32EE Requirements for written authorities under Schedule 11.6
11.32EF Revocation of authority
11.32EG Authority may prescribe EIE System
11.32F Authority to publish procedures for responding to requests for consumption information
Access to product information
11.32G Retailers must provide product information
11.33 *[Expired]*
11.34 *[Expired]*
11.35 *[Expired]*
11.36 *[Expired]*
Restrictions on electrical disconnection
11.37 Restrictions on electrical disconnection
Schedule 11.1
Creation and management of ICPs, ICP identifiers and NSPs
ICPs and ICP identifiers
Provision of ICP information to the registry manager
Management of ICP status

Updating registry standing information
Schedule 11.2
Transfer of ICPs between distributors' networks
Schedule 11.3
Switching
Overview
Standard switch process
Switch move process
Gaining trader switch process
Withdrawing a switch request
Exchange of information
Schedule 11.4
Metering equipment provider switching and registry metering records
Schedule 11.5
Process for trader or retailer event of default
Schedule 11.6
Forms for authorisation of an Agent to request consumption information

11.1 Contents of this Part

This Part—

(a) provides for the management of information in the **registry**; and

(b) prescribes a process for switching **ICPs** between **traders**; and

(ba) prescribes a period of protection for **gaining retailers** during which a **losing retailer** may not approach a customer to persuade the customer to stay with the **losing retailer** or to switch back to the **losing retailer**; and

(bb) imposes restrictions on the use of customer information held by a **losing retailer** during a **switch protected period**; and

(c) prescribes a process for a **distributor** to change the record in the **registry** of an **ICP** so that the **ICP** is recorded as being usually connected to an **NSP** in the **distributor's network**; and

(d) prescribes a process for switching responsibility for **metering installations** for **ICPs** between **metering equipment providers**; and

(e) prescribes a process for dealing with **trader events of default**; and

(f) requires **retailers** to give **consumers** their **electricity** information; and

(g) requires **retailers** to give information about their **generally available retail tariff plans** to any person on request; and

(h) prevents **traders** from **electrically disconnecting** an **ICP** within 25 days of the termination of an agreement with a **retailer** relating to the supply of **electricity** at that **ICP**; and

(i) imposes restrictions on a **retailer's** recovery of undercharged amounts from a **domestic consumer** or a **small business consumer**.

Compare: Electricity Governance Rules 2003 rule 1 part E

Clause 11.1(a) and (c): amended, on 5 October 2017, by clause 194 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.1(b): amended, on 1 November 2018, by clause 33 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 11.1(ba) and (bb): inserted, on 31 March 2020, by clause 5 of the Electricity Industry Participation Code Amendment (Prohibition of Save and Win-Back Approaches by Losing Retailers During a Switch Protected Period) 2020.

Clause 11.1(c): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 11.1(d): inserted, on 29 August 2013, by clause 6 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.1(e): inserted, on 16 December 2013, by clause 5 of the Electricity Industry Participation (Managing Retailer Default Situations) Code Amendment 2013.

Clause 11.1(e): amended, on 28 February 2015, by clause 5 of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 11.1(e): amended, on 1 February 2016, by clause 4(1) of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

Clause 11.1(f): inserted, on 1 February 2016, by clause 4(2) of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

Clause 11.1(f): amended, on 1 February 2016, by clause 5(1) of the Electricity Industry Participation Code Amendment (Access to Retail Tariff Information) 2015.

Clause 11.1(f): amended, on 1 August 2026, by clause 45 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

Clause 11.1(g): inserted, on 1 February 2016, by clause 5(2) of the Electricity Industry Participation Code Amendment (Access to Retail Tariff Information) 2015.

Clause 11.1(g): amended, on 15 May 2025, by clause 5(1) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.1(h): inserted, on 15 May 2025, by clause 5(2) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.1(h): amended, on 30 October 2026, by clause 5(a) of the Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026.

Clause 11.1(i): inserted, on 30 October 2026, by clause 5(b) of the Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026.

11.2 Requirement to provide complete and accurate information

(1) A **participant** must take all practicable steps to ensure that information that the **participant** is required to provide to any person under this Part (including customers) is —

(a) complete and accurate; and

(b) not misleading or deceptive; and

(c) not likely to mislead or deceive.

(2) If a **participant** becomes aware that the information the **participant** provided under this Part does not comply with subclause (1)(a) to (c), even if the **participant** has taken all practicable steps to ensure that the information complies, the **participant** must, as soon as practicable, provide such further information as is necessary to ensure that the information complies with subclause (1)(a) to (c).

Compare: Electricity Governance Rules 2003 rule 1A part E

Clause 11.2(1): amended, on 31 March 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Prohibition of Save and Win-Back Approaches by Losing Retailers During a Switch Protected Period) 2020.

Clause 11.2(2): substituted, on 19 December 2014, by clause 26 of the Electricity Industry Participation Code Amendment (Minor Code Amendments) (No 3) 2014.

11.2A Use of contractors

(1) A **participant** may perform its obligations and exercise its rights under this Part by using a contractor.

(2) A **participant** who uses a contractor to perform the **participant's** obligation under this Part—

(a) remains responsible and liable for, and is not released from the obligation or any other obligation under this Part; and

(b) cannot assert that it is not responsible or liable for the obligation on the ground that the contractor—

(i) has done or not done something; or

(ii) has failed to meet a relevant standard; and

(c) must ensure that the contractor has at least the specified level of skill, expertise, experience, or qualification that the **participant** would be required to have if it were performing the obligation itself.

(3) If a **participant** is a party to a contract or arrangement containing a provision, or part of a provision, which is inconsistent with this Part, the provision, or part of the provision, has no effect.

Clause 11.2A: inserted, on 29 August 2013, by clause 7 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

11.3 Certain points of connection must have ICP identifiers

(1) This clause applies to the following:

(a) a **trader** who has agreed to purchase **electricity** from an **embedded generator** or sell **electricity** to a **consumer**:

(b) an **embedded generator** who sells **electricity** directly to the **clearing manager**:

(c) a **direct purchaser** connected to a **local network** or an **embedded network**:

(d) an **embedded network** owner in relation to a **point of connection** on an **embedded network** that is settled by differencing:

(e) a **network** owner in relation to a **shared unmetered load point of connection** to the **network** owner's **network**:

(f) a **network** owner in relation to a **point of connection** between the **network** owner's **network** and an **embedded network**.

(2) A **participant** to whom this clause applies must, before the **participant** assumes responsibility for a **point of connection** described in subclause (3) on a **local network** or **embedded network**, obtain an **ICP identifier** for the **point of connection**.

(3) The **points of connection** for which **ICP identifiers** must be obtained under subclause (2) are **points of connection** at which any of the following occurs:

(a) a **consumer** purchases **electricity** from a **trader**:

(b) a **trader** purchases **electricity** from an **embedded generator**:

(c) a **direct purchaser** purchases **electricity** from the **clearing manager**:

(d) an **embedded generator** sells **electricity** directly to the **clearing manager**:

(e) a **network** is settled by differencing:

(f) there is a **distributor** status **ICP**—

(i) at the **point of connection** between an **embedded network** and the **distributor's network**; or

(ii) at the **point of connection** of **shared unmetered load**.

Compare: Electricity Governance Rules 2003 rule 2 part E

Clause 11.3(1)(c): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 11.3(1)(c): amended, on 5 October 2017, by clause 195 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.4 Distributors must create ICP identifiers for ICPs

(1) Each **distributor** must create an **ICP identifier** in accordance with clause 1 of Schedule 11.1 for each **ICP** on each **network** for which the **distributor** is responsible.

(2) A **distributor** must create an **ICP identifier** for the **point of connection** at which an **embedded network** connects to the **distributor's network** in accordance with subclause (1).

(3) An **ICP identifier** for an **ICP** may not be changed.

Compare: Electricity Governance Rules 2003 rule 3 part E

11.5 Participants may request that distributors create ICP identifiers for ICPs

(1) A **participant** to whom clause 11.3 applies may request that a **distributor** create an **ICP identifier** for an **ICP** on a **network** for which the **distributor** is responsible.

(2) A **participant** that is a **trader** may make a request under subclause (1) only if the **trader** has,—

(a) in the case of a **trader** to whom Schedule 12A.1 or Schedule 12A.3 of Part 12A applies, a **distributor agreement** with the **distributor** in accordance with clause 11.16; or

(b) for all other **traders**, an arrangement with the **distributor** for **distribution** services in accordance with clause 11.16.

(3) A **distributor** to whom a request is made must, within 3 **business days** of receiving the request, create a new **ICP identifier** for each **ICP** to which the request relates in accordance with clause 1 of Schedule 11.1, or advise the **participant** of the **distributor's** reasons for not complying with the request.

Compare: Electricity Governance Rules 2003 rule 4 part E

Clause 11.5(2): amended, on 1 February 2016, by clause 39 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2015.

Clause 11.5(2): replaced, on 20 July 2020, by clause 5 of the Electricity Industry Participation Code Amendment (Default Distributor Agreement) 2020.

Clause 11.5(2)(b): amended, on 1 September 2026, by clause 19 of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

11.6 ICP status

The **participant** specified in clause 12 of Schedule 11.1 must manage the status of an **ICP** in accordance with clause 12 of Schedule 11.1.

Compare: Electricity Governance Rules 2003 rule 5 part E

11.7 Provision of ICP information

(1) A **distributor** whose **network** includes 1 or more **ICPs** must provide information about each of those **ICPs** to the **registry manager** in accordance with Schedule 11.1.

(2) A **trader** must provide information about each **ICP** at which the **trader** trades **electricity** to the **registry manager** in accordance with Schedule 11.1.

Compare: Electricity Governance Rules 2003 rule 6 part E

Clause 11.7(1) and (2): amended, on 5 October 2017, by clause 196 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.8 Provision of and changes to ICP information and NSP information by participants

(1) This clause applies if—

(a) an **NSP** is to be created or **decommissioned**; or

(b) a **distributor** wishes to change the record in the **registry** of an **ICP** that is not recorded as being usually connected to an **NSP** in the **distributor's network**, so that the **ICP** is recorded as being usually connected to an **NSP** in the **distributor's network**.

(2) The **participant** specified in clause 25(3) of Schedule 11.1 must give the notice required by clause 25(1) of Schedule 11.1.

(3) A **distributor** to whom subclause (1)(b) applies must comply with clause 25(2) of Schedule 11.1.

(4) The **participants** specified in clauses 25 to 27 of Schedule 11.1 must comply with those clauses.

(5) If a **network** owner acquires all or part of an existing **network**, the **network** owner must give the notice required by clause 29 of Schedule 11.1.

Compare: Electricity Governance Rules 2003 rule 8 part E

Clause 11.8(1)(a) and (b): amended, on 5 October 2017, by clause 197 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.8(1)(b): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 11.8(1)(b): amended, on 20 December 2021, by clause 34 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 11.8(2) and (5): amended, on 1 November 2018, by clause 34 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.8A Metering equipment providers to provide registry metering records to registry manager

(1) A **metering equipment provider** must, for each **metering installation** described in subclause (2) for which it is responsible,—

(a) provide to the **registry manager** the **registry metering records** for the **metering installation** in the **prescribed form**; and

(b) update the **registry metering records** in accordance with Schedule 11.4.

(2) Subclause (1) applies to a **metering installation** that is—

(a) a **category 1 metering installation**, or higher category of **metering installation**; and

(b) for an **ICP** that is not also an **NSP**.

Clause 11.8A Heading: amended, on 5 October 2017, by clause 198(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.8A: inserted, on 29 August 2013, by clause 8 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.8A(1)(a): amended, on 5 October 2017, by clause 198(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.8B Metering equipment providers to arrange for regular audits

Each **metering equipment provider** must arrange to be **audited** regularly in accordance with Part 16A in respect of the **metering equipment provider's** obligations under this Part.

Clause 11.8B: inserted, on 29 August 2013, by clause 8 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.8B: replaced, on 1 June 2017, by clause 18 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Audits) 2016.

11.9 *[Revoked]*

Compare: Electricity Governance Rules 2003 rule 8 part E

Clause 11.9: revoked, on 29 August 2013, by clause 9 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

11.10 Distributors to arrange for regular audits

Each **distributor** must arrange to be **audited** regularly in accordance with Part 16A in respect of the **distributor's** obligations under this Part.

Compare: Electricity Governance Rules 2003 rule 10 part E

Clause 11.10(1)(c): substituted, on 29 August 2013, by clause 5(1) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 11.10(1A): inserted, on 29 August 2013, by clause 5(2) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 11.10: replaced, on 1 June 2017, by clause 19 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Audits) 2016.

11.11 Authority and participant requested audits

(1) The **Authority** may at any time carry out, or appoint an **auditor** to carry out, an **audit** of a **participant** in respect of the **participant's** obligations under this Part.

(2) If a **participant** considers that another **participant** may not have complied with this Part, the **participant** may request that the **Authority** carry out, or appoint an **auditor** to carry out, an **audit** of the other **participant**.

(3) Part 16A applies to an **audit** carried out under this clause.

Compare: Electricity Governance Rules 2003 rule 10A part E

Clause 11.11: replaced, on 1 June 2017, by clause 20 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Audits) 2016.

11.12 *[Revoked]*

Compare: Electricity Governance Rules 2003 rule 10B part E

Clause 11.12: revoked, on 1 June 2017, by clause 21 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Audits) 2016.

11.13 *[Revoked]*

Compare: Electricity Governance Rules 2003 rule 10C part E

Clause 11.13: revoked, on 1 June 2017, by clause 22 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Audits) 2016.

11.14 Process for maintaining shared unmetered load

(1) This clause applies if **shared unmetered load** is connected to a **distributor's network**.

(2) The **distributor** must give written notice to the **registry manager**, and each **trader** responsible under clause 11.18(1) for the **ICPs** across which the **unmetered load** is shared, of the **ICP identifiers** of those **ICPs**.

(3) A **trader** who receives written notice under subclause (2) must give written notice to the **distributor** if it wishes to add an **ICP** to or omit an **ICP** from the **ICPs** across which the **unmetered load** is shared.

(3A) A **trader** giving notice under subclause (3) must give a notice to add or omit an **ICP** only to—

(a) add an **ICP** if the **consumer** at the **ICP** benefits from the **shared unmetered load**; or

(b) omit an **ICP** if the **consumer** at the **ICP** no longer receives benefit from the **shared unmetered load**.

(4) A **distributor** who receives written notice under subclause (3) must give written notice to the **registry manager** and each **trader** responsible for any of the **ICPs** across which the **unmetered load** is shared of the addition or omission of the **ICP**.

(5) If a **distributor** becomes aware of a change to the capacity of an **ICP** across which the **unmetered load** is shared or that an **ICP** across which the **unmetered load** is shared is decommissioned, it must give written notice to all **traders** who receive written notice under subclause (2) of the change or decommissioning as soon as practicable after the change or decommissioning.

(6) A **trader** who receives written notice under subclause (5) must, as soon as practicable after receiving the written notice, adjust the **unmetered load** information for each **ICP** for which it is responsible, so that the **unmetered load** is shared equally across each of those **ICPs**.

(7) A **trader** must take responsibility for **shared unmetered load** assigned to an **ICP** for which the **trader** becomes responsible as a result of a switch in accordance with this Part.

(8) A **trader** must not relinquish responsibility for **shared unmetered load** assigned to an **ICP** if there would then be no **ICPs** left across which the load could be shared.

(9) A **trader** who changes the status of an **ICP** across which the **unmetered load** is shared to inactive in accordance with clause 19 of Schedule 11.1 is not required to give written notice to the **distributor** of the change under subclause (3). The amount of **electricity** attributable to that **ICP** becomes **UFE**.

Compare: Electricity Governance Rules 2003 rule 14 part E

Clause 11.14(1): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 11.14(1), (2), (3), (4), (5) and (9): amended, on 5 October 2017, by clause 199 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.14(3), (4), (5) and (6): amended, on 1 November 2018, by clause 35 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 11.14(3A): inserted, on 1 March 2024, by clause 43 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

11.15 Process for customer or embedded generator switching

(1) This clause applies if a **trader** ("the gaining **trader**") has an arrangement with a customer or **embedded generator** to—

(a) commence trading **electricity** with the customer or **embedded generator** at an **ICP** at which another **trader** ("the losing **trader**") trades **electricity** with the customer or **embedded generator**; or

(b) assume responsibility under clause 11.18(1) for such an **ICP**.

(2) The gaining **trader** and the losing **trader** must comply with Schedule 11.3.

Compare: Electricity Governance Rules 2003 rule 15 part E

Clause 11.15(1): amended, on 1 November 2018, by clause 36 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.15AA Restrictions during switch protected period

A **losing retailer** must not, by any means, including by using a third party or agent acting on its behalf, contact any customer who is switching from the **losing retailer** to a **gaining retailer** to attempt to persuade the customer to terminate the arrangement with the **gaining retailer** during the **switch protected period**, including by –

(a) making a counter-offer to the customer; or

(b) offering an enticement to the customer.

Clause 11.15AA: inserted, on 12 January 2015, by clause 4 of the Electricity Industry Participation Code Amendment (Switch Saving Protection) 2014.

Clause 11.15AA(2) and (3): amended, on 5 October 2017, by clause 200 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.15AA: replaced, on 31 March 2020, by clause 7 of the Electricity Industry Participation Code Amendment (Prohibition of Save and Win-Back Approaches by Losing Retailers During a Switch Protected Period) 2020.

11.15AB Retailer may communicate with customers for certain purposes

(1) Despite clause 11.15AA, a **losing retailer** may contact a customer who is switching to a **gaining retailer** for any or all of the following purposes -

(a) to contact the customer to advise the customer of any termination fees that the customer is required to pay as a result of the customer ceasing to trade with the **losing retailer**; or

(b) to contact a customer regarding administrative matters, including –

(i) any fees the customer owes the **losing retailer**:

(ii) the customer's final meter reading:

(iii) how the **losing retailer** will return any keys it holds on the customer's behalf:

(iv) the effect of the customer ceasing to buy **electricity** from the **losing retailer** on other contracts between the customer and the losing retailer, for example, for the supply of gas; or

(c) to provide a factual response to a question asked by a customer; or

(d) to make a counter-offer or offer an enticement to a customer where the customer has:

(i) contacted the **losing retailer** without the **losing retailer** having first prompted the customer to do so; and

(ii) invited the **losing retailer** to attempt to persuade the customer not to complete the **switch** to the **gaining retailer** but to remain with or return to the **losing retailer** instead; or

(e) to offer an enticement to a customer as part of a general marketing campaign: or

(f) to contact the customer to address network fault issues or to follow up customer complaints.

(2) If a **losing retailer** contacts a customer under subclause (1), the **losing retailer** must not communicate with the customer for any other purpose other than a purpose specified in subclause (1).

(3) Without limiting any of its other obligations, a **retailer** (whether a **gaining retailer** or a **losing retailer**) must not harass or coerce a customer.

Clause 11.15AB: inserted, on 12 January 2015, by clause 4 of the Electricity Industry Participation Code Amendment (Switch Saving Protection) 2014.

Clause 11.15AB(2), (3) and (4): amended, on 1 November 2018, by clause 37 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 11.15AB: replaced, on 31 March 2020, by clause 8 of the Electricity Industry Participation Code Amendment (Prohibition of Save and Win-Back Approaches by Losing Retailers During a Switch Protected Period) 2020.

11.15AC Restrictions on use of customer information by retailer prior to or during switch protected period

(1) A **losing retailer** must not use information relating to a customer that it obtained prior to or during the **switch protected period**, including information that may be used to contact the customer, during the **switch protected period** to do any of the following:

(a) contact the customer for any purpose other than a purpose specified in clause 11.15AB;

(b) include the customer in a marketing campaign other than a general marketing campaign; or

(c) enable any other **retailer**, except the **gaining retailer**, to contact the customer.

(2) This clause does not limit any other requirement to maintain the confidentiality of any information relating to a customer that is imposed by the contract entered into between the **losing retailer** and the customer or otherwise by law.

Clause 11.15AC: inserted, on 12 January 2015, by clause 4 of the Electricity Industry Participation Code Amendment (Switch Saving Protection) 2014.

Clause 11.15AC: amended, on 1 November 2018, by clause 38 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 11.15AC: replaced, on 31 March 2020, by clause 9 of the Electricity Industry Participation Code Amendment (Prohibition of Save and Win-Back Approaches by Losing Retailers During a Switch Protected Period) 2020.

11.15AD *[Revoked]*

Clause 11.15AD: inserted, on 12 January 2015, by clause 4 of the Electricity Industry Participation Code Amendment (Switch Saving Protection) 2014.

Clause 11.15AD: revoked, on 31 March 2020, by clause 10 of the Electricity Industry Participation Code Amendment (Prohibition of Save and Win-Back Approaches by Losing Retailers During a Switch Protected Period) 2020.

11.15A Application of Schedule 11.4

The following parties must comply with Schedule 11.4:

(a) a **trader** that gives written notice to the **registry manager** of the **gaining metering equipment provider** responsible for each **metering installation** for an **ICP**:

(b) the **registry manager**:

(c) the **gaining metering equipment provider**.

Clause 11.15A: inserted, on 29 August 2013, by clause 10 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.15A(a) and (b): amended, on 5 October 2017, by clause 201 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.15B Trader and retailer contracts with customers to permit assignment by Authority

(1) Each **trader** or **retailer** must at all times ensure that the terms of each contract under which a customer of the **trader** or **retailer** purchases **electricity** from the **trader** or **retailer** permit—

(a) the **Authority** to:

(i) assign the rights and obligations of the **trader** under the contract to another **trader** if the **trader** commits an **event of default** under paragraph (a), (b), (f), (h) or (i) of clause 14.41(1); or

(ii) assign the rights and obligations of the **retailer** under the contract to a **trader** if the **retailer** commits an **event of default** under paragraph (j) of clause 14.41(l); and

(b) the terms of the assigned contract to be amended on such an assignment to—

(i) the standard terms that the recipient **trader** would normally have offered to the customer immediately before the **event of default** occurred; or

(ii) such other terms that are more advantageous to the customer than the standard terms, as the recipient **trader** and the **Authority** agree; and

(c) the terms of the assigned contract to be amended on such an assignment to include a minimum term in respect of which the customer must pay an amount for cancelling the contract before the expiry of the minimum term; and

(d) the **trader** or **retailer** to provide information about the customer to the **Authority** and for the **Authority** to provide the information provided by:

(i) the **trader** to another **trader** if required under Schedule 11.5; or

(ii) the **retailer** to a **trader** if required under Schedule 11.5; and

(e) the:

(i) **trader** to assign the rights and obligations of the **trader** to another **trader**; or

(ii) **retailer** to assign the rights and obligations of the **retailer** to a **trader**.

(2) The terms specified in subclause (1) must—

(a) be expressed to be for the benefit of the **Authority** for the purposes of subpart 1 of Part 2 of the Contract and Commercial Law Act 2017; and

(b) not be able to be amended without the consent of the **Authority**.

(3) *[Revoked]*

Clause 11.15B: inserted, on 16 December 2013, by clause 6 of the Electricity Industry Participation (Managing Retailer Default Situations) Code Amendment 2013.

Heading clause 11.15B: amended, on 28 February 2015, by clause 6(1) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Heading clause 11.15B: amended, on 15 May 2025, by clause 6(1) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.15B(1): amended, on 28 February 2015, by clause 6(2)(a) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 11.15B(1): amended, on 1 November 2018, by clause 39(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 11.15B(1): amended, on 15 May 2025, by clause 6(2) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.15B(1)(a): amended, on 28 February 2015, by clause 6(2)(b) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 11.15B(1)(a): amended, on 1 February 2016, by clause 40 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2015.

Clause 11.15B(1)(a): amended, on 5 October 2017, by clause 202 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.15B(1)(a): amended, on 15 May 2025, by clause 6(3) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.15B(1)(d): amended, on 15 May 2025, by clause 6(4) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.15B(1)(e): amended, on 15 May 2025, by clause 6(5) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.15B(2)(a): amended, on 1 November 2018, by clause 39(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 11.15B(3): revoked, on 28 August 2015, by clause 6(3) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

11.15C Process for trader or retailer events of default

(1) This clause applies if the **Authority** is satisfied that a **trader** has committed an **event of default** under paragraph (a), (b), (f), (h) or (i) of clause 14.41(1).

(1A) This clause applies if the **Authority** is satisfied that a **retailer** has committed an **event of default** under paragraph (j) of clause 14.41(1).

(2) The **Authority** and each **participant** must comply with Schedule 11.5.

(3) This clause ceases to apply, and the **Authority** and each **participant** must cease to comply with Schedule 11.5, if the **Authority** is advised under clause 14.41(2), 14.41(3), 14.43(3B), or 14.43(4A) that the relevant **participant** considers that the **event of default** has been remedied.

Clause 11.15C: inserted, on 16 December 2013, by clause 6 of the Electricity Industry Participation (Managing Retailer Default Situations) Code Amendment 2013.

Heading, clause 11.15C: amended, on 28 February 2015, by clause 7(1) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Heading, clause 11.15C: amended, on 15 May 2025, by clause 7(1) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.15C(1): amended, on 28 February 2015, by clause 7(2) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 11.15C(1): amended, on 24 March 2015, by clause 5 of the Electricity Industry Participation Code Amendment (Settlement and Prudential Security) 2014.

Clause 11.15C(1): amended, on 20 December 2021, by clause 35 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 11.15C(1): amended, on 1 July 2025, by clause 16 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2025.

Clause 11.15C(1A): inserted, on 15 May 2025, by clause 7(2) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 11.15C(2): amended, on 15 May 2014, by clause 21 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 11.15C(3): inserted, on 1 February 2016, by clause 41 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2015.

Clause 11.15C(3): amended, on 15 May 2025, by clause 7(3) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

11.16 Trader to ensure arrangements for distribution services and metering

Before providing the **registry manager** with information in accordance with clause 11.7(2) or clause 11.18(4), a **trader** must have—

(a) either,—

(i) if the **trader** is a **trader** to whom Schedule 12A.1 or Schedule 12A.3 of Part 12A applies, a **distributor agreement** with the **distributor** on whose **network** the **ICP** is located; or

(ii) in all other cases, entered into an arrangement for the provision of **distribution** services in relation to the **ICP** with the **distributor**; and

(b) entered into an arrangement with a **metering equipment provider** to be responsible for each **metering installation** for the **ICP**.

Compare: Electricity Governance Rules 2003 rule 15 part E

Clause 11.16: substituted, on 29 August 2013, by clause 11 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.16: amended, on 5 October 2017, by clause 203 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.16: replaced, on 20 July 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Default Distributor Agreement) 2020.

Clause 11.16(a): amended, on 1 February 2016, by clause 42 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2015.

Clause 11.16(a): amended, on 1 November 2018, by clause 40 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.17 Connecting ICP that is not also NSP

(1A) A **distributor** must, when connecting an **ICP** that is not also an **NSP**, follow the connection process set out in clause 10.31.

(1) A **distributor** must not connect an **ICP** across which **unmetered load** is shared unless a **trader** is recorded in the **registry** as accepting responsibility for the **shared unmetered load**.

(2) A **distributor** must not connect an **ICP** of any other kind unless a **trader** is recorded in the **registry** as accepting responsibility for the **ICP**.

(3) Subclause (2) does not apply to an **ICP** that is—

(a) the **point of connection** between a **network** and an **embedded network**; or

(b) the **point of connection** of **shared unmetered load**.

Compare: Electricity Governance Rules 2003 rule 17 part E

Clause 11.17: heading amended, on 29 August 2013, by clause 12(1) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.17: heading amended, on 29 August 2013, by clause 5 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011, Amendment 2013 (No 2).

Clause 11.17 Heading: amended, on 5 October 2017, by clause 204(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.17(1A): inserted, on 29 August 2013, by clause 12 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.17(1A): substituted, on 29 August 2013, by clause 5 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011 Amendment 2013 (No 2).

Clause 11.17(1A), (1) and (2): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 11.17(1A), (1) and (2): amended, on 5 October 2017, by clause 204(2) and (3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.18 Trader responsibility for ICP

(1) If a **trader** is recorded in the **registry** as accepting responsibility for an **ICP identifier** that is not also an **NSP**, the **trader** is responsible for all obligations in this Part that—

(a) apply to **traders**; and

(b) relate to an **ICP** that is not also an **NSP**.

(2) A **trader** ceases to be responsible for obligations in this Part relating to an **ICP** that is not also an **NSP** if—

(a) another **trader** is recorded in the **registry** as being responsible for the **ICP identifier**; or

(b) the **ICP** is **decommissioned** in accordance with clause 20 of Schedule 11.1.

(3) If an **ICP** is to be **decommissioned**, the **trader** who is responsible for the **ICP identifier** must—

(a) arrange for a final **interrogation** to take place before or on removal of the **meter**; and

(b) advise the **metering equipment provider** responsible for each **metering installation** for the **ICP** that it is to be **decommissioned**.

(4) A **trader** who is responsible for an **ICP identifier**, other than an **ICP** at which there is only **unmetered load**, must ensure that a **metering equipment provider** is recorded in the **registry** as being responsible for each **metering installation** for the **ICP**.

(5) The **trader** must not trade at an **ICP** if a **metering equipment provider** is not recorded in the **registry** as being responsible for each **metering installation** for the **ICP**, unless the **trader** trades only **unmetered load** at that **ICP**.

Compare: Electricity Governance Rules 2003 rule 17 part E

Clause 11.18: substituted, on 29 August 2013, by clause 13 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.18(5): amended, on 15 May 2014, by clause 22 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 11.18(1): amended, on 31 October 2023, by clause 4(1) of the Electricity Industry Participation Code Amendment (Clarification of Trader Obligations) 2023.

Clause 11.18(2): amended, on 31 October 2023, by clause 4(2) of the Electricity Industry Participation Code Amendment (Clarification of Trader Obligations) 2023.

Clause 11.18(3): amended, on 31 October 2023, by clause 4(3) of the Electricity Industry Participation Code Amendment (Clarification of Trader Obligations) 2023.

Clause 11.18(4): amended, on 31 October 2023, by clause 4(4) of the Electricity Industry Participation Code Amendment (Clarification of Trader Obligations) 2023.

11.18A Registry manager to advise metering equipment providers

The **registry manager** must, within 1 **business day** of being advised by a **trader** of a **metering equipment provider's participant identifier** for an **ICP identifier**, —

(a) if there is not already a **metering equipment provider** assigned to the **ICP identifier**, advise the **gaining metering equipment provider** that the **registry manager** has been advised that it is the **gaining metering equipment provider** for each **metering installation** for the **ICP**; or

(b) if there is a **losing metering equipment provider**, advise both the **gaining metering equipment provider** and the **losing metering equipment provider** of the advice.

Clause 11.8A Heading: amended, on 5 October 2017, by clause 205(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.18A: inserted, on 29 August 2013, by clause 13 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.18A: amended, on 5 October 2017, by clause 205(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.18B Metering equipment provider responsibility for metering installation for ICP

(1) This clause applies to a **metering equipment provider** who assumes responsibility, or is appointed to be responsible, as the **metering equipment provider** for an **ICP**.

(2) The obligations under this Part, of a **metering equipment provider** to whom this clause applies,—

(a) commence at the same time as the **metering equipment provider's** obligations under clause 10.21(1):

(b) terminate when the **metering equipment provider's** obligations under Part 10 terminate under clause 10.23.

(3) *[Revoked]*

Clause 11.18B: inserted, on 29 August 2013, by clause 13 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.18B(3): revoked, on 1 November 2018, by clause 41 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.19 Authority to specify timeframes and formats of information

(1) Subject to subclause (3), subclause (2) applies if a **participant** is required to provide information under this Part, but this Code does not specify any 1 or more of the following:

(a) the time by which, or the period within which, the information must be provided:

(b) the format in which the information must be provided:

(c) the method by which the information must be provided.

(2) The **participant** must provide the information in accordance with requirements as to those matters specified by the **Authority**.

(3) Unless otherwise specified in this Part, information or notices that must be provided under this Part by the **registry manager** or to the **registry manager**, must be provided using the **registry**.

Compare: Electricity Governance Rules 2003 rule 20 part E

Clause 11.19(1): amended, on 5 October 2017, by clause 206(a) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.19(3): inserted, on 5 October 2017, by clause 206(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.20 Registry must be available between 0730 and 1930 each day

(1) The **registry manager** must ensure that the **registry** is available to receive and provide information under this Part between 0730 hours and 1930 hours each day.

(2) Information provided to the **registry manager** after 1930 hours is deemed to be provided at 0730 the next day.

Compare: Electricity Governance Rules 2003 rule 21 part E

Clause 11.20 Heading: amended, on 5 October 2017, by clause 207(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.20: amended, on 5 October 2017, by clause 207(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.21 Confirmation of receipt of data

(1) Information provided to the **registry manager** is deemed, for the purposes of this Part, not to have been received until the **registry manager** has confirmed receipt in accordance with this clause.

(2) The **registry manager** must confirm receipt of information received by it in accordance with this Part within 4 hours of the information being provided to it.

(3) In determining whether the **registry manager** has confirmed receipt within the time specified in subclause (2), no account is to be taken of any period during which the **registry** is not required to be available under clause 11.20.

(4) If the **participant** providing the information does not receive confirmation that the **registry manager** has received the **participant's** information, the **participant** must contact the **registry manager** to check whether the **registry manager** has received the information.

(5) If the **registry manager** has not received the information, the **participant** must re-send the information. This process must be repeated until the **registry manager** has confirmed receipt of the information in accordance with this clause.

Compare: Electricity Governance Rules 2003 rules 22.1 and 22.2 part E

Clause 11.21(1), (2), (4) and (5): amended, on 5 October 2017, by clause 208(1) and (3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.21(3): replaced, on 5 October 2017, by clause 208(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.22 Registry manager must maintain register of information

(1) The **registry manager** must maintain a register of information received by it and updated in accordance with this Code.

(2) The **registry manager** must ensure that a complete audit trail exists for all information received by it in accordance with this Code.

Compare: Electricity Governance Rules 2003 rule 22.3 part E

Clause 11.22 Heading: amended, on 5 October 2017, by clause 209(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.22: amended, on 5 October 2017, by clause 209(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.22(2): amended, on 1 November 2018, by clause 42 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.23 Reports from registry manager

By 1600 hours on the 6th **business day** of each **reconciliation period**, the **registry manager** must **publish** a report containing the following information:

(a) the number of **ICPs** in the **registry** at the end of the immediately preceding **consumption period**:

(b) the number of notifications received by the **registry manager** in accordance with clause 2 of Schedule 11.3 during the previous **reconciliation period**:

(c) such other information as may be agreed from time to time between the **registry manager** and the **Authority**.

Compare: Electricity Governance Rules 2003 rule 23 part E

Clause 11.23 Heading: amended, on 5 October 2017, by clause 210(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.23: amended, on 5 October 2017, by clause 210(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.23(a): amended, on 1 November 2018, by clause 43 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.24 Registry manager delivers reports to specific participants

The **registry manager** must deliver the reports specified in clauses 11.25 to 11.27 in the manner specified in those clauses.

Compare: Electricity Governance Rules 2003 rule 24.1A part E

Clause 11.24 Heading: amended, on 5 October 2017, by clause 211(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.24: amended, on 5 October 2017, by clause 211(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.25 Reports to clearing manager, system operator or reconciliation manager

(1) The **clearing manager**, or the **system operator**, or the **reconciliation manager** may request in writing, no later than 5 **business days** before the last day of the month before the 1st month for which the report is requested, a report that includes any or all of the following information:

(a) all active **NSPs** connected to a **local network** during the immediately preceding 14 calendar months:

(b) all active **NSPs** connected to a **network** for which a **trader** is, and has over the immediately preceding 14 calendar months been, responsible:

(c) the dates on which each **trader's** responsibility under this Code at an **NSP** commenced and ceased.

(2) The **system operator** may at any time request, in writing, a report that sets out every switch made under clauses 2, 9 or 14 of Schedule 11.3, the effect of which is that a **trader** has commenced trading at an **NSP** or a **trader** has ceased trading at an **NSP**.

(3) A request made under subclauses (1) or (2) may—

(a) be a one-off request; or

(b) specify a frequency over a particular period; or

(c) specify a frequency over an indefinite period until terminated by the requesting person.

(4) If the request is received by the time specified in this clause, the **registry manager** must provide the report by 1000 hours on the 1st **business day** of the month following the month in which the request was made, or if the request for the report specifies a later date, by the later date.

(5) The person who requested the report may vary any of the details set out in the request, by giving notice to the **registry manager** of the relevant details in writing by no later than 5 **business days** before the last day of the month before the 1st month for which the person requests the variation.

(6) The **registry manager** must comply with a request made in accordance with subclause (5) by 1000 hours on the 1st **business day** of the month following the month in which the request was made.

Compare: Electricity Governance Rules 2003 rule 24.1 part E

Clause 11.25 Heading: amended, on 5 October 2017, by clause 212(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.25(1)(a) and (b): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 11.25(1), (4), (5) and (6): amended, on 5 October 2017, by clause 212(2) to (4) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.25(5): amended, on 1 November 2018, by clause 44 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.26 Reports to reconciliation manager

By 1600 hours on the 4th **business day** of each calendar month, in respect of the immediately preceding **consumption period**, and by 1600 hours on the 13th **business day** of each calendar month in respect of the immediately preceding 14 **consumption periods**, the **registry manager** must deliver the following reports to the **reconciliation manager**:

(a) for **ICPs** with either **non half-hour metering** or both **non half-hour metering** and **half-hour metering**, a report identifying the number of **ICP days** per **NSP**, differentiated as applicable by **non half-hour metering** type and **half-hour metering** type (for the purpose of this clause, **half-hour metering** type on the **registry** must be reported as **half hour**, and all other **metering** types, including **metering** category 0 (unmetered), must be reported as non **half hour**) attributable to each **trader** for those **NSPs** that are recorded on the **registry** as consuming **electricity** at any time during, as the case may be, that **consumption period** or any of those **consumption periods**:

(b) a report detailing the **loss factor** values for each **loss category** code recorded in the **registry** in respect of all **trading periods**:

(c) a report detailing the **balancing area** to which each **NSP** belongs recorded in the **registry** in respect of all **trading periods** (including any changes during that month):

(d) a report detailing the **half hour ICP identifiers** and the **NSPs** to which they are assigned for each individual **trader** (including any changes during that month):

(e) a report that sets out every switch made under clauses 2, 9 or 14 of Schedule 11.3, the effect of which is that a **trader** has commenced trading at an **NSP** or a **trader** has ceased trading at an **NSP**.

Compare: Electricity Governance Rules 2003 rule 24.2 part E

Clause 11.26 Heading: amended, on 5 October 2017, by clause 213(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.26: amended, on 5 October 2017, by clause 213(2) and (3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.26(a): amended, on 1 August 2026, by clause 46 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

Clause 11.26(a): replaced, on 1 October 2026, by clause 4 of the Electricity Industry Participation Code (Half Hourly Data for Reconciliation) Amendment 2026.

11.27 Reports to Authority

By 1600 hours on the 1st **business day** of each calendar month, the **registry manager** must deliver to the **Authority** a report summarising the number of events—

(a) that a **participant** has not notified to the **registry manager** within the timeframes specified in this Part; and

(b) of which the **registry manager** is aware, despite the **participant** not having notified the **registry manager**.

Compare: Electricity Governance Rules 2003 rule 24.3 part E

Clause 11.27 Heading: amended, on 5 October 2017, by clause 214(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.27: amended, on 5 October 2017, by clause 214(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.27: amended, on 1 November 2018, by clause 45 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.28 Access to registry

(1) A **participant** that requires access to the **registry** must apply to the **Authority** to have access to the **registry**.

(1A) The **Authority** must specify and **publish** the terms and conditions that apply to **participants** that are granted access to the **registry**.

(1B) For the avoidance of doubt, the terms and conditions specified and **published** by the **Authority** for access to the **registry** as at 18 April 2019–

(a) are the terms and conditions for the purposes of subclause (1A); and

(b) apply to a **participant** that has access to the **registry** as at 18 April 2019.

(2) If the **Authority** grants a **participant's** application,—

(a) the **registry manager** must provide the **participant** with access to the **registry** in accordance with the terms and conditions specified and **published** by the **Authority** under subclause (1A):

(b) the **participant** must comply with the terms and conditions specified and **published** by the **Authority** under subclause (1A), including any amendments under subclause (2A):

(c) the **Authority** may restrict or suspend a **participant's** access to the **registry** if the **participant** does not comply with those terms and conditions, even though such a restriction or suspension may affect a **participant's** ability to meet its obligations under this Code.

(2A) The **Authority** may, from time to time, specify and **publish** amendments to the terms and conditions under which the **Authority** grants access to the **registry**. Such amendments will apply—

(a) to those **participants** the **Authority** has already granted access to the **registry**; and

(b) to future applications for access to the **registry**.

(3) The **Authority** must consult with the **participants** referred to in subclause (2A)(a) on any proposed amendments to the terms and conditions specified and **published** by the **Authority** under subclause (1A).

(4) If the **Authority** grants a **participant** access to information in the **registry**, and the **participant** requests a report, the **registry manager** must provide the report to the participant within 4 hours of receiving the request.

(5) In determining whether the **registry manager** has provided the report within the time specified in subclause (4), no account is to be taken of any period during which the **registry** is not required to be available under clause 11.20.

Compare: Electricity Governance Rules 2003 rule 25 part E

Clause 11.28(1): replaced, on 18 April 2019, by clause 4(1) of the Electricity Industry Participation Code Amendment (Terms and Conditions for Access to Registry and WITS) 2019.

Clause 11.28(1A) and (1B): inserted, on 18 April 2019, by clause 4(2) of the Electricity Industry Participation Code Amendment (Terms and Conditions for Access to Registry and WITS) 2019.

Clause 11.28(2): replaced, on 18 April 2019, by clause 4(3) of the Electricity Industry Participation Code Amendment (Terms and Conditions for Access to Registry and WITS) 2019.

Clause 11.28(1), (2), (3) and (5): amended, on 5 October 2017, by clause 215(1) to (3) and (5) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.28(2A): inserted, on 29 August 2013, by clause 14(2) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.28(2A): replaced, on 18 April 2019, by clause 4(4) of the Electricity Industry Participation Code Amendment (Terms and Conditions for Access to Registry and WITS) 2019.

Clause 11.28(3): replaced, on 18 April 2019, by clause 4(5) of the Electricity Industry Participation Code Amendment (Terms and Conditions for Access to Registry and WITS) 2019.

Clause 11.28(4): replaced, on 5 October 2017, by clause 215(4) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.29 Registry information change

If a change to **registry** information is provided in accordance with clause 11.7, the **registry manager** must, within 1 **business day** of receiving the information, advise affected **participants** of the change.

Compare: Electricity Governance Rules 2003 rule 26 part E

Clause 11.29: substituted, on 29 August 2013, by clause 15 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 11.29: amended, on 5 October 2017, by clause 216 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.30 Use of ICP identifier on invoices

Each **trader** must ensure that the relevant **ICP identifier** is printed on every invoice or associated document relating to the sale of **electricity** rendered by the **trader**, and that the **ICP identifier** is clearly labelled "**ICP**" on the invoice.

Compare: Electricity Governance Rules 2003 rule 27 part E

11.30A Provision of information on dispute resolution scheme

(1) Each **retailer** and **distributor** must provide information in the circumstances specified in subclauses (2) and (3) about the dispute resolution scheme identified under clause 3

of Schedule 4 of the **Act**.

(2) The information required by subclause (1) must be clearly and prominently published on any website that—

(a) is maintained by, or on behalf of, the **retailer** or **distributor**; and

(b) deals with, describes or offers the supply of **electricity** or **line function services** by the **retailer** or **distributor**, or by an agent or related entity of the **retailer** or the **distributor**.

(3) The information required by subclause (1) must also be clearly and prominently provided—

(a) as part of or accompanying any communication personalised for a specific named **consumer** (whether in print, electronic or other medium) from the **retailer** or **distributor**, or by an agent or related entity of the **retailer** or **distributor**, about—

(i) billing or charges to, or payments owed by or made by, the **consumer** for the supply of **electricity** or **line function services**, including any invoice, request for payment or statement of account; or

(ii) the terms and conditions for the supply of **electricity** or **line function services** to the **consumer**, including the prices, tariffs, energy plan, price plan, tariff plan and terms of service for the **consumer**; and

(b) in association with or in the course of the **retailer** or **distributor**, or any person on behalf of the **retailer** or **distributor**, responding in any form, to any query from a **consumer**, including—

(i) in association with or in the course of any telephone call from a **consumer**; or

(ii) in any emails.

(4) A **retailer** or **distributor** may meet the requirement in sub-paragraph (3)(b)(i) by providing the information as part of initial automatic answering systems or call holding systems, provided in each case the information is reasonably likely to come to the attention of the **consumer**.

Clause 11.30A: inserted, on 1 April 2021, by clause 4 of the Electricity Industry Participation Code Amendment (Requirements to Improve Awareness of Dispute Resolution Scheme and the Electricity Plan Comparison Site) 2020.

Clause 11.30A(1): amended, on 1 March 2024, by clause 44 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

11.30B Provision of information on electricity plan comparison site

(1) Each **retailer** that supplies **electricity** at any **ICP** for which the relevant business classification code for the purposes of clause 9(1)(k) of Schedule 11.1 is “000000” or “Residential” must provide clear information in the circumstances specified in subclauses (2) to (4) about the electricity plan comparison website or other platform, as identified on the **Authority’s** website.

(2) The information required by subclause (1) must be clearly and prominently published on any website that—

(a) is maintained by, or on behalf of, the **retailer**; and

(b) deals with, describes or offers the supply of **electricity** at any such **ICP** by the **retailer**, or by an agent or related entity of the **retailer**.

(3) The information required by subclause (1) must also be clearly and prominently provided as part of or accompanying any communication personalised to a specific named **consumer** (whether in print, electronic or other medium) from the **retailer**, or by an agent or related entity of the **retailer**, about—

(a) billing or charges to, or payments owed or made by, the **consumer** for the supply of **electricity** at any such **ICP**, including any invoice, request for payment or statement of account; or

(b) the terms and conditions for the supply of **electricity** at any such **ICP**, including the prices, tariffs, energy plan, price plan, tariff plan and terms of service for the **consumer**.

(4) The information required by subclause (1) must also be clearly and prominently provided at least once every calendar year to each customer the **retailer** supplies **electricity** to at an **ICP** referred to in subclause (1).

(5) If the **Authority** changes the web address of the electricity plan comparison website, establishes a new platform to perform the same purpose, or changes that platform or its location descriptor, each **retailer** must change the information published or provided under clause 11.30B to refer to the new address, platform or location descriptor as soon as reasonably possible and no later than 3 months from the date the change is notified on the **Authority's** website.

Clause 11.30B: inserted, on 1 April 2021, by clause 4 of the Electricity Industry Participation Code Amendment (Requirements to Improve Awareness of Dispute Resolution Scheme and the Electricity Plan Comparison Site) 2020.

Clause 11.30B(4): amended, on 1 March 2024, by clause 45 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 11.30B(5): amended, on 1 August 2026, by clause 47 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

11.30C Specific requirements for information provided on websites and by other electronic means

The information provided under clauses 11.30A(2) and 11.30B(2)—

(a) must be prominently provided on, or linked to, a page or pages of the **retailer's** or **distributor's** website, which a **consumer** seeking information on or in relation to the supply of **electricity** or **line function services**, or on the complaint processes of the **retailer** or **distributor**, is reasonably likely to view; but

(b) does not need to be provided on every such page or every part, provided a **consumer** seeking such information is reasonably likely to come across the information in the course of visiting the website.

Clause 11.30C: inserted, on 1 April 2021, by clause 4 of the Electricity Industry Participation Code Amendment (Requirements to Improve Awareness of Dispute Resolution Scheme and the Electricity Plan Comparison Site) 2020.

11.30D Limitations on required information disclosure under clause 11.30A and 11.30B

(1) If a **retailer** or a **distributor** has provided the information required by clause 11.30A or 11.30B to a **consumer**—

(a) in a **consumer** communication under clause 11.30A(3)(a) or 11.30B(3), the **retailer** or **distributor** does not need to continue to provide the information in any

subsequent consumer communication on the same matter; or

(b) in response to any query under clause 11.30A(3)(b), the **retailer** or **distributor** does not need to continue to provide the information in any further responses to the same or related queries.

(2) Under subclause (1):

(a) an invoice and any request for payment, reminder notice, notice of late payment, demand, or disconnection notice in respect of the amount in the invoice are on the same matter; but

(b) invoices that apply to different periods are not on the same matter.

Clause 11.30D: inserted, on 1 April 2021, by clause 4 of the Electricity Industry Participation Code Amendment (Requirements to Improve Awareness of Dispute Resolution Scheme and the Electricity Plan Comparison Site) 2020.

11.30E Meaning of "related entity"

For the purposes of clause 11.30A and 11.30B, the term "related entity" has the meaning set out in section 2(3) of the Companies Act 1993, where the reference in that section to "company" is read as if it referred to either a "company" or a "body corporate".

Clause 11.30E: inserted, on 1 April 2021, by clause 4 of the Electricity Industry Participation Code Amendment (Requirements to Improve Awareness of Dispute Resolution Scheme and the Electricity Plan Comparison Site) 2020.

11.31 Customer and embedded generator queries

(1) If a **trader** receives a request from a customer of the **trader** or a person authorised by a customer of the **trader** for the customer's **ICP identifier**, the **trader** must provide that information no later than 3 **business days** after receiving the request.

(2) If a **distributor** receives a request from a customer or **embedded generator** whose **ICP** is connected to the **distributor's network** for the customer's or **embedded generator's ICP identifier**, or a person authorised by such a customer or **embedded generator**, the **distributor** must provide that information no later than 3 **business days** after receiving the request.

Compare: Electricity Governance Rules 2003 rule 28 part E

Clause 11.31(1): amended, on 1 November 2018, by clause 46(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 11.31(2): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 11.31(2): amended, on 5 October 2017, by clause 217 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.31(2): amended, on 1 November 2018, by clause 46(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

11.32 Reliance on registry

A **participant** does not breach this Code just because the **participant** does something relying on an incorrect record in the **registry**.

Compare: Electricity Governance Rules 2003 rule 29 part E

Access by consumers to their own electricity information

Cross Heading: inserted, on 1 February 2016, by clause 5 of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

Cross Heading: amended, on 1 June 2025, by clause 5 of the Electricity Industry Participation Code Amendment (Improving Consumer Access to their Electricity Information) 2025.

11.32A Retailers must give consumers their electricity information

(1) Each **retailer** must, if requested by a **consumer** with whom the **retailer** has a contract to supply **electricity**, or with whom the **retailer** has had such a contract in the last 24 months, give the **consumer** any of the information specified in subclause (2) that the **consumer** requests.

(2) The information referred to in subclause (1) is information relating to any period in the 24 months preceding the request—

(a) about the **consumer's** consumption of **electricity**, injection of **electricity** into a **network**, or services provided to the **consumer**, at each **ICP** at which the **retailer** had a contract to supply electricity to the **consumer**, including **raw meter data**; and

(b) used by the **retailer** to—

(i) calculate the amount of **electricity** consumed or injected into a **network** by the **consumer** at each **ICP**; or

(ii) provide any service to the **consumer**.

Clause 11.32A: inserted, on 1 February 2016, by clause 5 of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

Clause 11.32A heading: amended, on 1 June 2025, by clause 6(1) of the Electricity Industry Participation Code Amendment (Improving Consumer Access to their Electricity Information) 2025.

Clause 11.32A(2): amended, on 1 June 2025, by clause 6(2) of the Electricity Industry Participation Code Amendment (Improving Consumer Access to their Electricity Information) 2025.

11.32AA Product identification codes for retail tariff plans

(1) Each **retailer** must apply a unique **product identification code** to each of its retail tariff plans that come within clause 11.32G(1).

(2) Such **product identification codes**:

(a) may be prescribed by the **Authority**; and

(b) must be in the format prescribed by the **Authority**.

(3) Each **retailer** must, if requested to do so by a **consumer** with whom the **retailer** has a contract to supply **electricity**, give that **consumer** information about the retail tariff plan applicable to the **consumer's ICP**, including the relevant **product identification code**.

Clause 11.32AA: inserted, on 30 October 2026, by clause 5 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

11.32B Requests for information

(1) A **retailer** to which a request is made under clause 11.32A or 11.32AA must give the information to the **consumer** no later than 5 **business days** after the date on which the request is made.

(2) In responding to a request, the **retailer** must comply with the procedures, and any relevant **EIEP**, **published** by the **Authority** under clause 11.32F.

(3) A **retailer** must not charge a fee for responding to a request, but if a **consumer** makes more than 12 requests in the 12 month period before 1 June 2026, the **retailer** may impose a reasonable charge for further requests in that period.

Clause 11.32B: inserted, on 1 February 2016, by clause 5 of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

Clause 11.32B(1): amended, on 30 October 2026, by clause 6 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

Clause 11.32B(2): amended, on 1 February 2016, by clause 43 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2015.

Clause 11.32B(2): amended, on 5 October 2017, by clause 218 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.32B (3): amended, on 1 June 2025, by clause 7 of the Electricity Industry Participation Code Amendment (Improving Consumer Access to their Electricity Information) 2025.

11.32C Retailers must give written notice to consumers of availability of information

Each **retailer** must give written notice to each **consumer** with whom it has a contract to supply **electricity** of the **consumer's** ability to make a request to the **retailer** under clause 11.32B, so that the **consumer** is given written notice at least once in each year.

Clause 11.32C Heading: amended, on 5 October 2017, by clause 219(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.32C: inserted, on 1 February 2016, by clause 5 of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

Clause 11.32C: amended, on 5 October 2017, by clause 219(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11.32D Information security

A **retailer** that receives a request for information under clause 11.32B—

(a) must not give access to that information unless it is satisfied as to the identity of the **consumer** making the request; and

(b) must ensure, by the adoption of appropriate procedures, that any information intended for a **consumer** is received—

(i) only by the **consumer**; or

(ii) where the request is made by an agent of the **consumer**, only by the **consumer** or the **consumer's** agent.

Clause 11.32D: inserted, on 1 February 2016, by clause 5 of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

11.32E Agents

If a **consumer** authorises an agent to request information under clause 11.32B on behalf of the **consumer**, a **retailer** must deal with any request from the agent for information about the **consumer** under clause 11.32B in accordance with:

(a) clauses 11.32A, 11.32AA and 11.32EB;

(b) clause 11.32ED, if a request:

(i) includes a statement from the agent that the agent has obtained, or the request is accompanied by, a written authority from the **consumer** in the form and containing the information required by Schedule 11.6; and

(ii) the request is made through the **EIE System**; and

(c) the Privacy Act 2020, where applicable.

Clause 11.32E: inserted, on 1 February 2016, by clause 5 of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

Clause 11.32E: amended, on 1 March 2020, by clause 5(a) and (b) of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

Clause 11.32E(a): amended, on 30 October 2026, by clause 7 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

Clause 11.32E(c): amended, on 1 March 2024, by clause 46 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

11.32EA Retailer actions on receipt of requests from agents

(1) A **retailer**, after receiving a request under clause 11.32B from an agent on behalf of a **consumer**, must:

(a) make a decision on the request, and advise the agent of that decision, as soon as reasonably practicable; and

(b) provide the information requested within the timeframe required by clause 11.32B unless there are grounds for refusing the request under clause 11.32EB.

(2) If the **retailer** considers, in accordance with subclause (1), that there are grounds for refusing the request, the **retailer** must, before refusing the request:

(a) consider whether any further information could reasonably be provided by the agent to satisfy the **retailer**; and

(b) request any such further information from the agent, specifying the further information required in detail.

(3) If further information is provided under subclause (2)(b), the **retailer** upon receiving the further information must:

(a) make a final decision on the request, and advise the agent of that decision, as soon as reasonably practicable; and

(b) provide the information requested within the timeframe required by clause 11.32B as calculated from the time the **retailer** receives the further information, unless there are grounds for refusing the request under clause 11.32EB.

(4) If a **retailer** decides to refuse a request, in advising the agent of that decision, the **retailer** must:

(a) indicate the ground or grounds under clause 11.32EB(1) that the **retailer** is relying on to refuse the request; and

(b) provide the agent with the detailed reasons as to why that ground or grounds applies or apply.

(5) If a **retailer** decides to grant a request in full, the **retailer** meets the obligation to advise the agent of that decision by providing the information to the agent in accordance with subclauses (1)(b) and (3)(b).

(6) The obligations in subclauses (1)(a) and (3)(a) do not detract from the obligations in subclauses (1)(b) and (3)(b), respectively.

Clause 11.32EA: inserted, on 1 March 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

Clause 11.32EA(2)(a): amended, on 1 September 2026, by clause 21 of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

11.32EB Decisions on requests

(1) A **retailer** that receives a request under clause 11.32B from an agent on behalf of a **consumer** must grant the request and provide the information unless the **retailer** believes on reasonable grounds:

(a) that the **consumer** has not authorised the request;

(b) that complying with the request would otherwise cause the **retailer** to breach its obligations under the Privacy Act 2020 (where it applies); or

(c) that:

(i) if the request is accompanied by a written authority in the form and containing the information required by Schedule 11.6 or the agent subsequently provides a copy of such an authority, any of the information required by Schedule 11.6 is incorrect in a material way, such that the **retailer** cannot be satisfied of the matters in paragraphs (a) or (b) or is unable to identify the **consumer** the request relates to; or

(ii) in any other situation, the **retailer** is unable to identify the **consumer** the request relates to.

(2) A **retailer** may not refuse a request under clause 11.32B from an agent on behalf of a **consumer** on the basis that the request or any authorisation relating to the request is not in a particular form, or does not follow a particular process.

Clause 11.32EB: inserted, on 1 March 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

Clause 11.32EB(1)(b): amended, on 1 March 2024, by clause 47 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

11.32EC Requirements for agents who are participants

(1) This clause applies to each **participant** who wishes to make or who makes a request for information to a **retailer** under clause 11.32B as an agent on behalf of a **consumer**.

(2) Before making the request, the **participant** must obtain an authorisation from the **consumer** for the **participant** to request the transfer of the information to the agent on behalf of the **consumer**.

(3) The **participant** must:

(a) retain a copy of the authorisation under subclause (2) or otherwise retain evidence that the **consumer** has provided the authorisation required by subclause (2); and

(b) provide a copy of the authorisation or other evidence to the **retailer**, if requested by the **retailer**.

Clause 11.32EC: inserted, on 1 March 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

11.32ED Additional requirements on retailers for authorisations in prescribed form and requests received through the EIE System

(1) This clause applies where an agent requests information from a **retailer** on behalf of a **consumer** under clause 11.32B and:

(a) subject to clause 11.32EE, either:
(i) the request includes a statement from the agent that the agent has obtained a written authority from the **consumer** in the form and containing the information required by Schedule 11.6 (being an authority that remains in force at the date the request is made); or
(ii) the agent separately provides a written authority in the form and containing the information required by Schedule 11.6 or a copy of such a written authority (being an authority that remains in force at the date the request is made); and
(b) the request is made through the **EIE System**.

(2) If this clause applies:
(a) the **retailer** must use all reasonable endeavours to take the steps in clauses 11.32EA(1)(a) and 11.32EA(2), as applicable, within 2 **business days** of the later of:
(i) receiving the request; or
(ii) receiving a copy of a written authority under subparagraph (1)(a)(ii); and
(b) where clause 11.32EA(3) applies, the **retailer** must use all reasonable endeavours, within 2 **business days** of receiving further information from the agent, to take the steps in clause 11.32EA(3)(a).

(3) Where clause 11.32EA(2) applies, the **retailer** may include a request that the agent provide a copy of the written authority referred to in subclause (1)(a), if not provided with the request.

(4) If a request is made through the **EIE System**, but the **retailer** believes on reasonable grounds that the request does not meet the requirements of the **EIEP**, subclauses (2) and (3) do not apply but, for the avoidance of doubt, the **retailer** must still comply with clauses 11.32B, 11.32EB and 11.32EC.

Clause 11.32ED: inserted, on 1 March 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

Clause 11.32ED(3): amended, on 30 October 2026, by clause 8 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

11.32EE Requirements for written authorities under Schedule 11.6

(1) Each written authority, for the purposes of clause 11.32ED, must include or be accompanied by:
(a) if the **consumer** is an individual (being a natural person), an **electronic signature** or physical signature of the **consumer** or of a person on behalf of the **consumer** (in which case, evidence of that person's authority to sign on behalf of the **consumer** is required) or other evidence that the **consumer** has approved the authority; or
(b) if the **consumer** is not an individual (not being a natural person), an **electronic signature** or physical signature of an authorised representative of the **consumer** or other evidence that the **consumer** has approved the authority.

(2) Each **electronic signature**, for the purposes of subclause (1), must meet the requirements of sections 226 and 228 of the Contract and Commercial Law Act 2017.

Clause 11.32EE: inserted, on 1 March 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

11.32EF Revocation of authority

(1) If a **retailer** receives notification from a **consumer** that the **consumer** has revoked an authority, the **retailer** must notify the agent within 2 **business days** of receiving the notification that the authority is revoked.

(2) If an agent that is a **participant** receives notification from a **consumer** that the **consumer** has revoked the agent's authority, the agent must notify the **retailer** within 2 **business days** of receiving the notification that the authority is revoked.

Clause 11.32EF: inserted, on 1 March 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

11.32EG Authority may prescribe EIE System

(1) The **Authority** may prescribe a system for the purpose of clauses 11.32E to 11.32ED and 11.32G for the:

(a) exchange of information between **participants**;

(b) the provision of information by **participants** to other **participants** or other persons; and

(c) the making of requests for information by **participants** or other persons to **participants**.

(2) The **Authority** must advise **participants** and other parties of any system it prescribes under subclause (1) by posting a notice of the prescribed system on the **Authority's** website.

Clause 11.32EG: inserted, on 1 March 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

Clause 11.32EG(1): amended, on 30 October 2026, by clause 9 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

11.32F Authority to publish procedures for responding to requests for consumption information

(1) The **Authority** must—

(a) **publish**, and keep **published**, procedures under which a **retailer** must respond to a request under clauses 11.32B and 11.32G; and

(b) 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.

(1A) The **Authority** must **publish** an **EIEP** it prescribes under subclause (1).

(2) The procedures **published** by the **Authority** must specify the manner in which information must be given to **consumers**.

(3) Each **EIEP** prescribed by the **Authority** must specify 1 or more formats in which information must be given to **consumers**.

(4) Before the **Authority** prescribes an **EIEP** under subclause (1), or amends an **EIEP** that it has prescribed under subclause (1), it must consult with the **participants** that the **Authority** considers are likely to be affected by the **EIEP**.

(5) The **Authority** need not comply with subclause (4) if it proposes to amend an **EIEP** prescribed under subclause (1) if the **Authority** is satisfied that—
  (a) the nature of the amendment is technical and non-controversial; or
  (b) there has been adequate prior consultation so that the **Authority** has considered all relevant views.

Clause 11.32F Heading: amended, on 5 October 2017, by clause 220(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.32F: inserted, on 1 February 2016, by clause 5 of the Electricity Industry Participation Code Amendment (Access to Retail Data) 2014.

Clause 11.32F: substituted, on 1 February 2016, by clause 44 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2015.

Clause 11.32F(1): replaced, on 5 October 2017, by clause 220(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.32F(1)(a): replaced, on 30 October 2026, by clause 10(1) of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

Clause 11.32F(1)(b): amended, on 30 October 2026, by clause 10(2) of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

Clause 11.32F(1A): inserted, on 5 October 2017, by clause 220(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11.32F(2) to (5): amended, on 5 October 2017, by clause 220(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Access to product information

Cross heading: inserted, on 30 October 2026, by clause 11 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

11.32G Retailers must provide product information

(1) If any person asks a **retailer** to provide information about:
  (a) 1 or more of the **retailer's** current **generally available retail tariff plans** or their applicable **product identification code**; or
  (b) tariff plans that were, but are no longer, **generally available retail tariff plans** but which remain active and are supplied to existing **consumers**, or their applicable **product identification code**,

  the **retailer** must give the requested information to the person no later than 5 **business days** after receiving the request, subject to subclause (4).

(2) Subject to subclause (3), in responding to a request, the **retailer** must comply with the procedures, and any relevant **EIEP**, **published** by the **Authority** under clause 11.32F.

(3) A **retailer** need not comply with subclause (2) if the person making the request under subclause (1) requests that the information is provided in an alternative manner or format and the **retailer** complies with that request.

(4) A **retailer** need not comply with the timeframe in subclause (1) if the **retailer**:
  (a) provides the requested information in an alternative manner or format pursuant to subclause (3); and
  (b) agrees an alternative timeframe for provision of that information with the person requesting the information.

(5) A **retailer** must not charge a fee for responding to a request, but if the **retailer** provides the requested information in an alternative manner or format under subclause (3), and providing the requested information in that manner or format increases the **retailer's** costs of providing that information, the **retailer** may impose a reasonable charge for providing the information in the manner or format requested which reflects that increase in costs.

Clause 11.32G: inserted, on 1 February 2016, by clause 6 of the Electricity Industry Participation Code Amendment (Access to Retail Tariff Information) 2015.

Clause 11.32G: replaced, on 30 October 2026, by clause 12 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.

11.33 *[Expired]*

Clause 11.33: inserted, from 24 May 2013 to 29 December 2013, by clause 4 of the Electricity Industry Participation (Transitional Provisions for New Metering Arrangements) Code Amendment 2013.

11.34 *[Expired]*

Clause 11.34: inserted, from 24 May 2013 to 29 December 2013, by clause 4 of the Electricity Industry Participation (Transitional Provisions for New Metering Arrangements) Code Amendment 2013.

11.35 *[Expired]*

Clause 11.35: inserted, from 24 May 2013 to 29 December 2013, by clause 4 of the Electricity Industry Participation (Transitional Provisions for New Metering Arrangements) Code Amendment 2013.

11.36 *[Expired]*

Clause 11.36: inserted, from 24 May 2013 to 29 December 2013, by clause 4 of the Electricity Industry Participation (Transitional Provisions for New Metering Arrangements) Code Amendment 2013.

Restrictions on electrical disconnection

Cross Heading: inserted, on 15 May 2025, by clause 8(1) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

11.37 Restrictions on electrical disconnection

(1) This clause applies if:

(a) a **retailer** has a contract to supply **electricity** to a **consumer** at an **ICP**; and

(b) the **retailer** is not the **trader** recorded in the **registry** as being responsible for the relevant **ICP** (the responsible **trader**).

(2) The responsible **trader** must not **electrically disconnect** the **ICP**:

(a) if its agreement with the **retailer** for the supply of **electricity** to the relevant **ICP** has not been terminated; or

(b) earlier than 25 days after the date the agreement for the supply of **electricity** to the relevant **ICP** is terminated if the responsible **trader** terminates its agreement with the **retailer** for the supply of **electricity** to the relevant **ICP** for **serious financial breach (trader/retailer)**.

Clause 11.37: inserted, on 15 May 2025, by clause 8(2) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Schedule 11.1

cl 11.7

Creation and management of ICPs, ICP identifiers and NSPs

ICPs and ICP identifiers

1 ICP identifiers

(1) A **distributor** must create an **ICP identifier** for each **ICP** on each **network** for which the **distributor** is responsible in accordance with the following format:

yyyyyyyyyyxxccc

where

yyyyyyyyyy	is a numerical sequence provided by the **distributor**
xx	is a code assigned by the **Authority** to the issuing **distributor** that ensures the **ICP** is unique
ccc	is a checksum generated according to the algorithm provided by the **Authority**.

(2) The **ICP identifier** must be used by a **participant** in all communications with the **registry manager** to identify—
  (a) the point at which a **trader** is deemed to convey **electricity** to a **consumer** or from an **embedded generating station**; and
  (b) the **point of connection** between an **embedded network** and its parent **network**, or the **point of connection** between a **shared unmetered load** and its **network**.

(3) Despite any clause to the contrary, only the obligations in this clause and clauses 2, 6 and 7(1)(a) to (e), (l) and (m) apply if an **ICP identifier** is used to identify a—
  (a) **point of connection** between an **embedded network** and its parent **network**; or
  (b) **point of connection** between **shared unmetered load** and its **network**.

(4) If an **ICP identifier** is used in the management of the status of the **ICP**, the obligations in clauses 13, 16 and 20 also apply.

Compare: Electricity Governance Rules 2003 clause 1.1 schedule E1

Clause 1(1) and (2): amended, on 5 October 2017, by clause 221 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 1(3): amended, on 1 August 2026, by clause 48 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

2 Address

(1) Each **ICP identifier** must have a location address that allows the **ICP** to be readily located.

(2) Despite subclause (1), the address of an **ICP identifier** for **distributed unmetered load** may be the location of the **distributed unmetered load** database.

Compare: Electricity Governance Rules 2003 clause 1.2 schedule E1

Clause 2(2): inserted, on 29 August 2013, by clause 6 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

3 Electrically disconnecting

(1) Subject to subclause (2), a **distributor** must not create an **ICP identifier** or connect an **ICP** created after 7 October 2002 unless—

(a) the **ICP identifier** is for an **ICP** that can be **electrically disconnected** without **electrically disconnecting** another **ICP**; and

(b) the **ICP** can be **electrically disconnected** without **electrically disconnecting** another **ICP**; and

(c) for **ICPs** created after 1 September 2026, there is reasonable access to enable the **ICP** to be **electrically disconnected** and either of the following applies—

(i) the isolation point to which access is needed to enable **electrical disconnection** of the **ICP** is located at the premises at which the **electricity** conveyed from the **ICP** is consumed; or

(ii) the **consumer** at the premises at which the **electricity** is conveyed from the **ICP** is consumed has a right of access to the isolation point to which access is needed to enable **electrical disconnection** of the **ICP**.

(2) Subclause (1) does not apply if the ICP is—

(a) the **point of connection** between a **network** and an **embedded network**; or

(b) an **ICP** that represents the consumption calculated by the difference between the total consumption for the **embedded network** and all other **ICPs** on the **embedded network**.

(3) A **distributor** must not—

(a) connect a new **ICP** to an existing **ICP** in series unless the existing **ICP** is of the type described in subclause (2)(a) or (2)(b); or

(b) create a new **ICP identifier** for a new or existing **ICP** in series with an existing **ICP** unless the existing **ICP** is of the type described in subclause (2)(a) or (2)(b) and the **distributor** is responsible for both the new and existing **ICPs**.

Compare: Electricity Governance Rules 2003 clause 1.3 schedule E1

Clause 3 Heading: replaced, on 5 October 2017, by clause 222(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 3: amended, on 5 October 2017, by clause 222(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 3: replaced, on 1 March 2024 by clause 48 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 3(1)(c): inserted, on 1 September 2026, by clause 22 of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

4 Authority may grant dispensation

The **Authority** may, by giving written notice, grant a dispensation from the requirements of clause 3 for an **ICP** that cannot be **electrically disconnected** without **electrically disconnecting** another **ICP**.

Compare: Electricity Governance Rules 2003 clause 1.4 schedule E1

Clause 4: amended, on 5 October 2017, by clause 223 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 4: amended, on 1 November 2018, by clause 47 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

5 Electrical load

The electrical load associated with an **ICP** is deemed to be supplied through 1 **NSP** only.

Compare: Electricity Governance Rules 2003 clause 1.5 schedule E1

Clause 5: amended, on 1 August 2026, by clause 49 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

6 Loss category

An **ICP** must have a single **loss category** code that is referenced in such a way as to identify the associated **loss factors**.

Compare: Electricity Governance Rules 2003 clause 1.6 schedule E1

Provision of ICP information to the registry manager

Cross heading: amended, on 5 October 2017, by clause 224 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

7 Distributors to provide ICP information to registry manager

(1) A **distributor** must, for each **ICP** on the **distributor's network**, provide the following information to the **registry manager**:

(a) the location address of the **ICP identifier**:

(b) subject to subclause (4), the **NSP identifier** of the **NSP** to which the **ICP** is usually connected:

(c) the **installation type** code assigned to the **ICP**:

(d) the **reconciliation type** code assigned to the **ICP**:

(e) the **loss category** code and **loss factors** for each **loss category** code assigned to the **ICP**:

(f) if the **ICP** connects the **distributor's network** to an **embedded generating station** that has a capacity of 10 **MW** or more, the information required by subclause (6), in accordance with subclause (7):

(g) the **price category** code assigned to the **ICP**, which may be a placeholder **price category** code only if the **distributor** is unable to assign the actual **price category**

code because the capacity or **volume information** required to assign the actual **price category** code cannot be determined before **electricity** is traded at the **ICP**:

(h) if the **price category** code assigned under paragraph (g) requires one or more values for the capacity of the **ICP**, the **chargeable capacity** of the **ICP**, as follows:

(i) if the **chargeable capacity** cannot be determined before **electricity** is traded at the **ICP**, a placeholder **chargeable capacity**:

(ii) if the capacity value or values can be determined for a **billing period** from the **metering information** collected for that **billing period**, no **chargeable capacity**:

(iia) if there is more than one capacity value at the **ICP**, and one or more, but not all, of those capacity values can be determined for a **billing period** from the **metering information** collected for that **billing period**—

(A) no capacity value recorded in the **registry** field for the **chargeable capacity**; and

(B) either the term "POA" or all other capacity values, recorded in the **registry** field in which the **distributor** installation details are also recorded:

(iib) if there is more than one capacity value at the **ICP**, and none of those capacity values can be determined for a **billing period** from the **metering information** collected for that **billing period**—

(A) the annual capacity value recorded in the **registry** field for the **chargeable capacity**; and

(B) either the term "POA" or all other capacity values, recorded in the **registry** field in which the **distributor** installation details are also recorded:

(iii) in any other case, the actual **chargeable capacity**:

(i) the **distributor** installation details of the **ICP** determined by the **price category** code assigned to the **ICP** (if any), which may be placeholder **distributor** installation details only if the **distributor** is unable to assign the actual **distributor** installation details because the capacity or **volume information** required to assign the actual **distributor** installation details cannot be determined before **electricity** is traded at the **ICP**:

(j) the **participant identifier** of the first **trader** who has entered into an arrangement with a customer or an **embedded generator** to sell or purchase **electricity** at the **ICP** (only if the information is provided by the first **trader**):

(k) the status of the **ICP** determined in accordance with clauses 12 to 20:

(l) designation of the **ICP** as "Dedicated" if the **ICP** is located in a **balancing area** that has more than 1 **NSP** located within it, and—

(i) the **ICP** will be supplied only from the **NSP** with the **NSP identifier** provided under paragraph (b); or

(ii) the **ICP** is a **point of connection** between a **network** and an **embedded network**:

(m) if **unmetered load**, other than **distributed unmetered load**, is associated with the **ICP**, the type and capacity in kW of the **unmetered load** (if the **distributor** knows that information):

(n) if **shared unmetered load** is associated with the **ICP**, a list of the **ICP identifiers** of the **ICPs** that are associated with the **unmetered load**:

(o) if the **ICP** connects the **distributor's network** to **distributed generation**,—

(i) the **maximum export power** of the **distributed generation** connected to the **ICP**, in kW; and

(ii) the number of **generating units**; and

(iii) for each **generating unit**, the number of individual items comprising the **generating unit** connected to the **ICP** (including, as separate items, any photovoltaic arrays, batteries, inverters and vehicle-to-grid installations which form part of a **generating unit**); and

(iv) for each individual item within a **generating unit** connected to the **ICP**—

(A) the generation fuel type or item type:

(B) the maximum export rate, or **nameplate capacity**, in kW:

(C) if the item is an inverter or vehicle-to-grid installation, the accredited performance standard, including its release date, to which the item complies:

(D) if the item is a battery or vehicle-to-grid installation, the maximum charge rate in kW:

(E) if the item is a battery, the maximum storage capacity in kWh:

(p) the date on which the **ICP** is initially **electrically connected**:

(q) if the **distributor** has determined a maximum export capacity for the **ICP**, the maximum export capacity in kW.

(1A) For the purposes of subclause (1)(h), if the **price category** assigned to the **ICP** requires information additional to **chargeable capacity** to unambiguously define the line charges, the additional information may be contained in the **distributor** installation details field of the **registry**.

(1B) To avoid doubt, for the purposes of this clause, **distributed generation** includes photovoltaic arrays, batteries, inverters and vehicle-to-grid installations that are **synchronised** or capable of **synchronising** to inject **electricity** into the **distributor's network**.

(1C) To avoid doubt, for the purposes of this clause, a **generating unit** may comprise one or more items of equipment, such as those listed in subclause (1B), provided that item functions by itself as a single entity or those items function together as a single entity to produce electricity.

(2) The **distributor** must provide the information specified in subclauses (1)(a) to (1)(o) to the **registry manager** as soon as practicable after the **ICP identifier** for the **ICP** to which the information relates is created, and before **electricity** is traded at the **ICP**.

(2A) The **distributor** must provide the information specified in subclause (1)(p) to the **registry manager** no later than 10 **business days** after the date on which the **ICP** is initially **electrically connected**.

(2B) Despite subclause (2A), the **distributor** is not required to provide the information specified in subclause (1)(p) if the date on which the **ICP** is initially **electrically connected** is earlier than 29 August 2013.

(3) The **distributor** must provide the following information to the **registry manager** no later than 10 **business days** after the trading of **electricity** at the **ICP** commences:

(a) the actual **price category** code assigned to the **ICP**:

(b) the actual **chargeable capacity** of the **ICP** determined by the **price category** code assigned to the **ICP** (if any):

(c) the actual **distributor** installation details of the **ICP** determined by the **price category** code assigned to the **ICP** (if any).

(4) If a **distributor** cannot identify the **NSP** that is connected to an **ICP**, the **distributor** must nominate the **NSP** that the **distributor** thinks is most likely to be connected to the **ICP**, taking into account the flow of **electricity** within the **distributor's network**.

(5) An **ICP** is deemed to be connected to the **NSP** nominated by the **distributor** under subclause (1)(b).

(6) If a **distributor** assigns a **loss category** code to an **ICP** on the **distributor's network** that connects the **distributor's network** to an **embedded generating station** that has a capacity of 10 **MW** or more—

(a) the **loss category** code assigned to the **ICP** must be unique and must not be assigned to any other **ICP** on the **distributor's network**; and

(b) the **distributor** must provide the following information to the **reconciliation manager**:

(i) the unique **loss category** code assigned to the **ICP**:

(ii) the **ICP identifier** of the **ICP**:

(iii) the **NSP identifier** of the **NSP** to which the **ICP** is connected:

(iv) the plant name of the **embedded generating station**.

(7) The **distributor** must provide the information in subclause (6) no later than 5 **business days** before the **distributor** assigns the **loss category** code.

(8) A **distributor** may provide the **registry manager** with global positioning system coordinates for each **ICP** on the **distributor's network**.

(9) If a **distributor** provides the global positioning system coordinates of an **ICP** to the **registry manager** under subclause (8), it must provide the coordinates—

(a) as New Zealand Transverse Mercator 2000 (NZTM2000) coordinates as defined in Land Information New Zealand's LINZS25002 standard (Standard for New Zealand Geodetic Datum 2000 Projections); or

(b) in a format specified by the **Authority**.

(10) A **distributor** is not required to provide information under subclause (1)(o) for **distributed generation** connected prior to 1 August 2025 unless after that date:

(a) the **distributor** collects information as part of observation of testing or in undertaking inspections at the **ICP** under clauses 7, 9C, or 22 of Schedule 6.1; or

(b) an application is made to connect additional **distributed generation** at the **ICP** under Part 6.

(11) A **distributor** may provide information under subclause (1)(o) for **distributed generation** connected to an **ICP** prior to 1 August 2025 if it chooses to do so.

Compare: Electricity Governance Rules 2003 clause 2 schedule E1

Clause 7(1) Heading: amended, on 5 October 2017, by clause 225(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 7(1): amended, on 15 May 2014, by clause 23 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 7(1), (2), (2A), (3), (8) and (9): amended, on 5 October 2017, by clause 225(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 7(1)(a): amended, on 29 August 2013, by clause 16 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 7(1)(b): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 7(1)(b), (4), (5) and (6)(b)(iii): amended, on 5 October 2017, by clause 225(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 7(1)(h): substituted, on 29 August 2013, by clause 7(1) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 7(1)(h): amended, on 1 February 2019, by clause 48(1)(a) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 7(1)(h)(ii): replaced, on 1 February 2019, by clause 48(1)(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 7(1)(h)(iia): inserted, on 1 February 2019, by clause 48(1)(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 7(1)(h)(iib): inserted, on 1 February 2019, by clause 48(1)(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 7(1)(j): amended, on 1 November 2018, by clause 48(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 7(1)(o): replaced, on 1 August 2025, by clause 4(1) of the Electricity Industry Participation Code Amendment (Updates to Registry Fields) 2024.

Clause 7(1)(o) and (p): inserted, on 29 August 2013, by clause 5(1) of the Electricity Industry Participation (Additional Registry Fields) Code Amendment 2012.

Clause 7(1)(o)(i): replaced, on 1 September 2026, by clause 23(1) of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

Clause 7(1)(q): inserted, on 1 August 2025, by clause 4(2) of the Electricity Industry Participation Code Amendment (Updates to Registry Fields) 2024.

Clause 7(1)(p), (2A) and (2B): amended, on 5 October 2017, by clause 225(4) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 7(1A): inserted, on 29 August 2013, by clause 7(2) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 7(1B) and (1C): inserted, on 1 August 2025, by clause 4(3) of the Electricity Industry Participation Code Amendment (Updates to Registry Fields) 2024.

Clause 7(2): amended, on 29 August 2013, by clause 5(2) of the Electricity Industry Participation (Additional Registry Fields) Code Amendment 2012.

Clause 7(2A) and (2B): inserted, on 29 August 2013, by clause 5(3) of the Electricity Industry Participation (Additional Registry Fields) Code Amendment 2012.

Clause 7(4): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 7(5): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment

(Distributed Generation) 2014.

Clause 7(6): amended, on 21 September 2012, by clause 15(1) of the Electricity Industry Participation (Minor Amendments) Code Amendment 2012.

Clause 7(6): amended, on 1 September 2026, by clause 23(2) of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

Clause 7(6)(b)(iii): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 7(8) and (9): inserted, on 29 August 2013, by clause 5(4) of the Electricity Industry Participation (Additional Registry Fields) Code Amendment 2012.

Clause 7(10) and (11): inserted, on 1 August 2025, by clause 4(4) of the Electricity Industry Participation Code Amendment (Updates to Registry Fields) 2024.

8 Distributors to change ICP information provided to registry manager

(1) If information about an **ICP** provided to the **registry manager** in accordance with clause 7 changes, the **distributor** in whose **network** the **ICP** is located must give written notice to the **registry manager** of the change.

(2) Subject to subclause (2A), the **distributor** must give the notice—

(a) in the case of a change to the information referred to in clause 7(1)(b) (other than a change that is the result of the **commissioning** or **decommissioning** of an **NSP**), no later than 8 **business days** after the change takes effect; and

(aa) in the case of a change to the information provided under clauses 7(1)(g), 7(1)(h) and 7(1)(i), where the change is backdated, no later than 3 **business days** after the **distributor** and the **trader** responsible for the **ICP** have agreed on the change; and

(ab) in the case of **decommissioning** an **ICP**, by the later of—

(i) 3 **business days** after the **registry manager** has advised the **distributor** under clause 11.29 that the **ICP** is ready to be **decommissioned**; and

(ii) 3 **business days** after the **distributor** has **decommissioned** the **ICP**; and

(b) in every other case, no later than 3 **business days** after the change takes effect.

(2A) Where the functioning of the **registry** prevents the **distributor** from updating the **registry** until after a **metering equipment provider** has completed its obligations relating to the **ICP** in accordance with Schedule 11.4, the timeframes in subclause (2) start from the day the **metering equipment provider** completes those obligations.

(3) A **distributor** is not required to give written notice if information provided in accordance with clause 7(1)(b) changes, and applies for less than 10 **business days**.

(4) If information provided under clause 7(1)(b) changes, and applies for 10 **business days** or more, the **distributor** must—

(a) give the notice under subclause (1) no later than 13 **business days** after the change takes effect; and

(b) include in the notice the date the change occurred as the effective date for the change.

Compare: Electricity Governance Rules 2003 clause 2A schedule E1

Clause 8 Heading: amended, on 5 October 2017, by clause 226(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 8(1): amended, on 5 October 2017, by clause 226(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 8(2): amended, on 5 October 2017, by clause 226(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 8(2): amended, on 1 March 2024, by clause 49(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 8(2)(a): amended, on 1 November 2018, by clause 49(1)(a) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 8(2)(a): amended, on 1 March 2024, by clause 49(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 8(2)(aa): inserted, on 31 November 2021, by clause 36 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 8(2)(aa): amended, on 1 March 2024, by clause 49(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 8(2)(ab): inserted, on 1 November 2018, by clause 49(1)(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 8(2)(ab)(ii): amended, on 1 March 2024, by clause 49(4) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 8(2A): inserted, on 1 March 2024, by clause 49(5) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 8(3): amended, on 1 August 2019, by clause 49(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 8(3): amended, on 5 October 2017, by clause 226(4) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 8(4): replaced, on 1 August 2019, by clause 49(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

9 Traders to provide ICP information to registry manager

(1) Each **trader** must provide the following information to the **registry manager** for each **ICP** for which it is recorded in the **registry** as having responsibility:

(a) the **participant identifier** of the **trader**:

(b) the **profile** code of each **profile** at that **ICP** approved by the **Authority** in accordance with clause 13 of Schedule 15.5:

(c) the **participant identifier** of the **metering equipment provider** for each **category 1 metering installation**, or higher category **metering installation,** for the **ICP**:

(d) *[Revoked]*

(e) *[Revoked]*

(ea) the type of **submission information** that the **trader** will provide to the **reconciliation manager** for the **ICP**:

(f) if the settlement type UNM is assigned to the **ICP**—

(i) if the load is profiled through an engineering **profile** in accordance with **profile class** 2.1, the code ENG; or

(ii) in all other cases, the daily average **unmetered load** in kWh at the **ICP**:

(g) the type and capacity of the **unmetered load** at the **ICP** (if any):

(h) *[Revoked]*

(i) *[Revoked]*

(j) the status of the **ICP** determined in accordance with clauses 12 to 20.

(k) except as provided in subclause (1A), the relevant business classification code applicable to the customer at the **ICP**, in accordance with business classification codes **published** by the **Authority**.

(1A) A **trader** must not provide the information specified in subclause (1)(k) if—

(a) the **ICP** exists for the purpose of reconciling **embedded network** residual load; or

(b) the **ICP** has "Distributor" status as specified in clause 16.

(2) The **trader** must provide the information specified in subclause (1)(a) to subclause (1)(j) to the **registry manager** no later than 5 **business days** after the **trader** commences trading at the **ICP** to which the information relates.

(3) The **trader** must provide the information specified in subclause (1)(k) to the **registry manager** no later than 20 **business days** after the **trader** commences trading at the **ICP** to which the information relates.

Compare: Electricity Governance Rules 2003 clause 3 schedule E1

Clause 9 Heading: amended, on 5 October 2017, by clause 227(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 9(1): amended, on 29 August 2013, by clause 8(1) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(1): amended, on 5 October 2017, by clause 227(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 9(1)(c): amended, on 29 August 2013, by clause 8(2) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(1)(d): substituted, on 1 December 2011, by clause 14 of the Electricity Industry Participation Code (Distributor Use-of-System Agreements and Distributor Tariffs) Amendment 2011.

Clause 9(1)(d): amended, on 21 September 2012, by clause 15(2) of the Electricity Industry Participation (Minor Amendments) Code Amendment 2012.

Clause 9(1)(d): revoked, on 29 August 2013, by clause 8(3) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(1)(e): revoked, on 15 May 2014, by clause 24 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 9(1)(ea): inserted, on 29 August 2013, by clause 8(5) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(1)(f): amended, on 29 August 2013, by clause 8(6) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(1)(h) and (i): revoked, on 29 August 2013, by clause 8(7) and (8) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(1)(k): inserted, on 29 August 2013, by clause 5(5) of the Electricity Industry Participation (Additional Registry Fields) Code Amendment 2012 and Clause 8(9) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(1)(k): amended, on 1 November 2018, by clause 50 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 9(1A): inserted, on 29 August 2013, by clause 8(9) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(2): amended, on 29 August 2013, by clause 8(10) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 9(2) and (3): amended, on 5 October 2017, by clause 227(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 9(3): inserted, on 29 August 2013, by clause 8(11) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

10 Traders to change ICP information provided to registry manager

(1) If information about an **ICP** provided to the **registry manager** in accordance with clause 9 changes, the **trader** who trades at the **ICP** must give written notice to the **registry manager** of the change.

(2) Subject to subclause (2A) the **trader** must give the notice no later than 5 **business days** after the change.

(2A) Where the functioning of the **registry** prevents the **trader** from updating the **registry** until after the **metering equipment provider** has completed its obligations relating to the **ICP** in accordance with Schedule 11.4, the timeframes in subclause (2) start from the day the **metering equipment provider** has completed those obligations.

(3) *[Revoked]*

(4) *[Revoked]*

Compare: Electricity Governance Rules 2003 clause 3A schedule E1

Clause 10 Heading: amended, on 5 October 2017, by clause 228(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 10(1): amended, on 5 October 2017, by clause 228(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 10(2): amended, on 1 March 2024, by clause 50(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 10(2A): inserted, on 1 March 2024, by clause 50(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 10(2) and (3): amended, on 5 October 2017, by clause 228(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 10(3) and (4): inserted, on 29 August 2013, by clause 9 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013 and expire on 26 September 2013.

Clauses 10(3) and (4): revoked, on 1 March 2024, by clause 50(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

11 Correction of errors in the registry

(1) By 0900 hours on the 1st **business day** of each **reconciliation period**, the **registry manager** must provide to each **participant** who is required to submit **submission information**, the following:

(a) a list of the **ICPs** at which the **participant** is recorded on the **registry** as trading during each **consumption period** being revised in the **reconciliation period**:

(b) all information associated with the **participant's participant identifier**, including the **profiles** for each **ICP**.

(2) Subject to clause 7(10), if there is an error in the information provided under subclause (1), the **participant** must correct the information in the **registry** as soon as practicable after becoming aware of the error.

Compare: Electricity Governance Rules 2003 clause 3B schedule E1

Clause 11(1): amended, on 5 October 2017, by clause 229 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 11(1)(a): amended, on 1 August 2026, by clause 50 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

Clause 11(2): amended, on 1 August 2025 by clause 5 of the Electricity Industry Participation Code Amendment (Updates to Registry Fields) 2024.

Management of ICP status

12 Management of ICP status by distributors and traders

The status of an **ICP**, as recorded on the **registry**, must be managed by **distributors** and **traders** in accordance with clauses 13 to 20.

Compare: Electricity Governance Rules 2003 clause 4 schedule E1

13 "New" status

The **ICP** status of "New" must be managed by the relevant **distributor** and indicates that—

(a) the associated **electrical facilities** are in the construction phase; and

(b) the **ICP** is not ready for the **trader** to authorise the **electrical connection** of the **ICP**.

Compare: Electricity Governance Rules 2003 clause 4.1 schedule E1

Clauses 13(a): amended, on 1 March 2024, by clause 51 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 13(b): amended, on 5 October 2017, by clause 230 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

14 "Ready" status

(1) The **ICP** status of "Ready" must be managed by the relevant **distributor** and indicates that—

(a) the associated **electrical facilities** are ready for connecting to the **electricity** supply; or

(b) the **ICP** is ready for the **trader** to authorise the **electrical connection** of the **ICP**.

(2) Before an **ICP** is given the "Ready" status, the relevant **distributor** must—

(a) identify the **trader** that has taken responsibility for the **ICP**; and

(b) ensure that the **ICP** has a single **price category** code.

Compare: Electricity Governance Rules 2003 clauses 4.2 and 4.3 schedule E1

Clause 14(1): amended, on 5 October 2017, by clause 231 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 14(1)(a): amended, on 15 May 2014, by clause 25 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 14(1)(a): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 14(1)(a): amended, on 1 March 2024, by clause 52 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

15 "New" or "Ready" status for 24 months or more

(1) Subclause (2) applies if—
  (a) an **ICP** has had the status of "New" for 24 months or more; or
  (b) an **ICP** has had the status of "Ready" for 24 months or more.

(2) The **distributor** must—
  (a) ask the **trader** who intends to trade at the **ICP** whether the **ICP** should continue to have that status; and
  (b) **decommission** the **ICP** if the **trader** advises that the **ICP** should not continue to have that status.

Compare: Electricity Governance Rules 2003 clause 4.3A schedule E1

Clause 15 Heading: amended, on 5 October 2017, by clause 232 (1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 15: substituted, on 15 May 2014, by clause 26 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 15(1): amended, on 5 October 2017, by clause 232(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 15(2)(b): amended, on 5 October 2017, by clause 232(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

16 “Distributor” status

(1) The **ICP** status of “Distributor” must be managed by the relevant **distributor** and indicates that the **ICP** record represents a **shared unmetered load** installation or the **point of connection** between an **embedded network** and its parent **network**.

(2) A **trader** cannot change the status of an **ICP** record with the **ICP** status of “Distributor”.

Compare: Electricity Governance Rules 2003 clause 4.4 schedule E1

17 “Active” status

(1) Except as provided in subclause (3), the **ICP identifier** status of “Active” must be managed by the relevant **trader** and indicates that—
  (a) the associated **electrical facilities** are **electrically connected**; and
  (b) a **trader** must provide information related to the **ICP identifier**, in accordance with Part 15, to the **reconciliation manager** for the purpose of compiling **reconciliation information**.

(2) Before an **ICP identifier** is given the “Active” status, the **trader** must ensure that—
  (a) the **ICP identifier** has only 1 **embedded generator**, **direct purchaser**, or customer of a **retailer**; and
  (b) the **electricity** consumed is quantified by a **metering installation** or a method of calculation approved by the **Authority**.

(3) The **ICP** status of “Active” may be managed by a **distributor** where—
  (a) the relevant **distributor** has managed the “Inactive” status of the **ICP** under clause 19(2); and
  (b) the interruption of **electricity** supply affecting the **ICP** indicated by the “Inactive” status has been resolved.

Compare: Electricity Governance Rules 2003 clauses 4.5 and 4.6 schedule E1

Clause 17(1): amended, on 31 October 2023, by clause 5 of the Electricity Industry Participation Code Amendment (Clarification of Trader Obligations) 2023.

Clause 17(1): amended, on 1 September 2026, by clause 24(1) of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

Clause 17(1)(a): amended, on 29 August 2013, by clause 18 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 17(1)(a): amended, on 5 October 2017, by clause 233 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 17(1)(a): amended, on 1 March 2024, by clause 53 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Clause 17(2)(a): amended, on 1 November 2018, by clause 51 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 17(2)(a): amended, on 31 October 2023, by clause 5 of the Electricity Industry Participation Code Amendment (Clarification of Trader Obligations) 2023.

Clause 17(3): inserted, on 1 September 2026, by clause 24(2) of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

18 *[Revoked]*

Compare: Electricity Governance Rules 2003 clause 4.6A schedule E1

Clause 18: revoked, on 29 August 2013, by clause 5(7) of the Electricity Industry Participation (Additional Registry Fields) Code Amendment 2012.

19 “Inactive” status

(1) Except as provided in subclause (2), the **ICP** status of “Inactive” must be managed by the relevant **trader** and indicates that—
  (a) the **ICP** is **electrically disconnected**; or
  (b) **submission information** related to the **ICP** is not required by the **reconciliation manager** for the purpose of compiling **reconciliation information**.

(2) The **ICP** status of “Inactive” may be managed by the relevant **distributor** only to indicate that—
  (a) there has been an interruption in **electricity** supply affecting the ICP; or
  (b) the ICP cannot be **electrically disconnected** following a request for **electrical disconnection**.

Compare: Electricity Governance Rules 2003 clause 4.7 schedule E1

Clause 19(a): substituted, on 29 August 2013, by clause 20 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

Clause 19(a): amended, on 5 October 2017, by clause 234 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 19: replaced, on 25 November 2024, by clause 5 of the Electricity Industry Participation Code Amendment (Distributor Agreement Amendments) 2024.

Clause 19.2(b): amended, on 1 August 2026, by clause 51 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

20 “Decommissioned” status

(1) The **ICP** status of “Decommissioned” must be managed by the relevant **distributor** and indicates that the **ICP** is permanently removed from future switching and reconciliation

processes.

(2) **Decommissioning** occurs when—

(a) **electrical facilities** associated with the **ICP** are physically removed; or

(b) there is a change in the allocation of electrical loads between **ICPs** with the effect of making the **ICP** obsolete; or

(c) in the case of a **distributor**-only **ICP** for an **embedded network**, the **embedded network** no longer exists.

Compare: Electricity Governance Rules 2003 clause 4.8 schedule E1

Clause 20(2): amended, on 5 October 2017, by clause 235 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 20(2)(a): amended, on 1 March 2024, by clause 54 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2024.

Updating registry standing information

21 Updating table of loss category codes

(1) Each **distributor** must keep up to date the table in the **registry** of the **loss category** codes that may be assigned to **ICPs** on each **distributor's network**, by entering in the table any new **loss category** codes that may be assigned to an **ICP** on the **distributor's network**.

(2) Each entry in the table must specify the date on which each **loss category** code takes effect.

(3) The date that a **loss category** code takes effect must not be earlier than 2 months after the date on which the **loss category** code is entered in the table.

(4) A **loss category** code takes effect on the specified date.

(5) To avoid doubt, subclause (3) does not apply to the creation of an **ICP** or to the transfer of an **ICP** from 1 **distributor's network** to another **distributor's network**.

Compare: Electricity Governance Rules 2003 clause 5 schedule E1

22 Updating loss factors for loss category codes

(1) A **distributor** must enter **loss factors** in the **registry** for each **loss category** code entered on the table in the **registry** under clause 21.

(2) A **distributor** must ensure that—

(a) each **loss category** code has no more than 2 **loss factors** in a calendar month; and

(b) each **loss factor** covers a range of **trading periods** within that month so that all **trading periods** have a single applicable **loss factor**.

(3) A **distributor** who wishes to replace an existing **loss factor** on the table in the **registry** must enter the replaced **loss factor** on the table in the **registry**.

(4) Each entry in the table must specify the date on which the replaced **loss factor** takes effect.

(5) The date that a **loss factor** takes effect must not be earlier than 2 months after the date on which the **loss factor** is entered in the table.

(6) A replaced **loss factor** takes effect on the specified date.

(7) To avoid doubt, subclause (5) does not apply to the creation of an **ICP** or to the transfer of an **ICP** from 1 **distributor's network** to another **distributor's network**.

(8) The **registry manager** must **publish** an updated schedule of all **loss category** codes and the **loss factors** for each **loss category** code no later than 1 **business day** after receiving notice of a change.

Compare: Electricity Governance Rules 2003 clause 5A schedule E1

Clause 22(1): amended, on 5 October 2017, by clause 236(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 22(8): amended, on 21 September 2012, by clause 15(3) of the Electricity Industry Participation (Minor Amendments) Code Amendment 2012.

Clause 22(8): amended, on 5 October 2017, by clause 236(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

23 Updating table of price category codes

(1) Each **distributor** must keep up to date the table in the **registry** of the **price category** codes that may be assigned to **ICPs** on each **distributor's network**, by entering in the table any new **price category** codes that may be assigned to an **ICP** on the **distributor's network**.

(2) Each entry in the table must specify the date on which each **price category** code takes effect.

(3) The date that a **price category** code takes effect must not be earlier than 2 months after the date on which the **price category** code is entered in the table.

(4) A **price category** code takes effect on the specified date.

(5) To avoid doubt, subclause (3) does not apply to the creation of an **ICP** or to the transfer of an **ICP** from one **distributor's network** to another **distributor's network**.

(6) Despite subclauses (2), (3) and (4), a **price category** code may take effect in respect of an **ICP** earlier than the specified date, provided the **trader** who trades at that **ICP** and the customer at that **ICP** have given written consent to the **distributor** for that **price category** code to take effect on an earlier date.

Compare: Electricity Governance Rules 2003 clause 6 schedule E1

Clause 23(5): amended, on 1 September 2026, by clause 25(1) of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

Clause 23(6): inserted, on 1 September 2026, by clause 25(2) of the Electricity Industry Participation Code (Code Review Programme) Amendment 2026.

24 Balancing area information

(1) A **distributor** must give written notice to the **reconciliation manager** of the establishment of a **balancing area** associated with an **NSP** supplying the **distributor's network**, in accordance with clause 26.

(2) A **distributor** must give written notice to the **reconciliation manager** of any change to the information provided under subclause (1).

(3) The notice must—
   (a) specify the date and **trading period** from which the change takes effect; and
   (b) be given no later than 3 **business days** after the change takes effect.

(4) The **reconciliation manager** must give written notice to the **registry manager** of changes to **balancing areas** within 1 **business day** after receiving the notice.

(5) The **registry manager** must **publish** an updated schedule of the mapping between **NSPs** and **balancing areas** within 1 **business day** after receiving the notice.

(6) The schedule must specify the date and **trading period** from which the change took effect.

Compare: Electricity Governance Rules 2003 clause 7 schedule E1

Clause 24(1), (2) and (4): amended, on 5 October 2017, by clause 237(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 24(3), (4) and (5): amended, on 5 October 2017, by clause 237(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 24(4) and (5): amended, on 5 October 2017, by clause 237(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

25 Creation and decommissioning of NSPs and transfer of ICPs from 1 distributor's network to another distributor's network

(1) If an **NSP** is to be created or **decommissioned**,—

(a) the **participant** specified in subclause (3) in relation to the **NSP** must give written notice to the **reconciliation manager** of the creation or **decommissioning**; and

(b) the **reconciliation manager** must give written notice to the **Authority** and affected **reconciliation participants** of the creation or **decommissioning** no later than 1 **business day** after receiving the notice in paragraph (a).

(2) If a **distributor** wishes to change the record in the **registry** of an **ICP** that is not recorded as being usually connected to an **NSP** in the **distributor's network**, to transfer the **ICP** so that it is recorded as being usually connected to an **NSP** in the **distributor's network**, the **distributor** must give written notice to the **reconciliation manager**, the **Authority**, and each affected **reconciliation participant** of the transfer.

(3) The notice required by subclause (1) must be given by—

(a) the **grid owner**, if—

(i) the **NSP** is a **point of connection** between the **grid** and a **local network**; or

(ii) if the **NSP** is a **point of connection** between a **generator** and the **grid**; or

(b) the **distributor** for the **local network** who initiated the creation or **decommissioning**, if the **NSP** is an **interconnection point** between 2 **local networks**; or

(c) the **embedded network** owner who initiated the creation or **decommissioning**, if the **NSP** is an **interconnection point** between 2 **embedded networks**; or

(d) the **distributor** for the **embedded network**, if the **NSP** is a **point of connection** between an **embedded network** and another **network**.

(4) A **distributor** who is required to give written notice of a transfer under subclause (2) or subclause (3)(d) must comply with Schedule 11.2.

(5) The **participant** required to give notice under subclause (1) must give notice no later than 30 days prior to the intended date of creation or **decommissioning** of the **NSP**.

(6) If a **participant** changes the intended date of creation or **decommissioning** after giving notice under subclause (1), the new intended date of creation or **decommissioning** must

not be earlier than the original intended date of creation or **decommissioning** given in the notice under subclause (1), and the **participant** must give a replacement notice advising the new intended date of creation or **decommissioning**, as soon as possible after the **participant** decides to change the intended date.

(7) An **embedded network** owner must not give written notice of **decommissioning** an **NSP** under subclause (3)(c) or subclause (3)(d) unless—

(a) the **embedded network** owner has changed the status in the **registry** of all **ICPs** recorded as being usually connected to the **NSP** to 'Decommissioned'; or

(b) a **distributor** has changed the record in the **registry** of each **ICP** previously recorded as being usually connected to the **NSP**, and with a status in the **registry** of 'Active' or 'Inactive', to record the **ICP** as being usually connected to an **NSP** in the **distributor's network**; or

(c) a combination of the changes described in paragraphs (a) and (b) has occurred, so that no **ICP** with a status in the **registry** of 'Active' or 'Inactive' is recorded as being connected to the **NSP** that is to be **decommissioned**.

Compare: Electricity Governance Rules 2003 clause 8 schedule E1

Clause 25(1), (2), (3) and (4): amended, on 5 October 2017, by clause 238(1) to (6) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 25(2): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 25(2): amended, on 1 March 2022, by clause 37(1)(a) and (b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 25(5): amended, on 1 August 2026, by clause 52 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

Clause 25(5) and 25(6): inserted, on 1 February 2021, by clause 45 of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Clause 25(6): amended, on 1 April 2025, by clause 17 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2025.

Clause 25(7): inserted, on 1 March 2022, by clause 37(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

26 Information to be provided if NSPs are created or ICPs are transferred from 1 distributor's network to another distributor's network

(1) If a **participant** gives notice under clause 25(1) or (2) of the creation of an **NSP** or the transfer of an **ICP** from 1 **distributor's network** to another **distributor's network**, the **participant** must request that the **reconciliation manager** create a unique **NSP identifier** for the **NSP**.

(2) The **participant** must make the request—

(a) in the case of notice given under clause 25(3)(b) or (c), at least 10 **business days** before the **NSP** is **electrically connected**; and

(b) in every other case, at least 1 month before the **NSP** is **electrically connected** or the **ICP** is transferred.

(3) If a **participant** gives notice under clause 25(1) of the creation of an **NSP**, the **distributor** on whose **network** the **NSP** is located must give the **reconciliation manager** the following information:

(a) if the **NSP** is to be located in a new **balancing area** to be created—
  (i) all relevant details necessary for the **balancing area** to be created; and
  (ii) notice that the **NSP** to be created is to be assigned to the new **balancing area**; and
(b) in every other case, notice of the **balancing area** in which the **NSP** is located.

(4) If a **participant** gives notice under clause 25(1) or (2) of a creation or transfer that relates to an **NSP** between a **network** and an **embedded network**, the **distributor** who owns the **embedded network** must give written notice to the **reconciliation manager** of the following:
(a) the **network** on which the **NSP** will be located after the creation or transfer:
(b) the **ICP identifier** for the **ICP** that connects the **network** and the **embedded network**:
(c) the date on which the creation or transfer will take effect.

(5) The **distributor** must give the notice at least 1 month before the creation or transfer.

Compare: Electricity Governance Rules 2003 clause 9 schedule E1

Clause 26(1): amended, on 5 October 2017, by clause 239(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 26(2): amended, on 5 October 2017, by clause 239(2) and (3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 26(2)(a) and (b): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 26(3): amended, on 21 September 2012, by clause 15(4) of the Electricity Industry Participation (Minor Amendments) Code Amendment 2012.

Clause 26(3): amended, on 5 October 2017, by clause 239(4) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 26(4): amended, on 5 October 2017, by clause 239(1) and (5) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 26(5): amended, on 5 October 2017, by clause 239(3) and (6) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

27 Information to be provided if ICPs become NSPs

(1) If a transfer for which notice is given under clause 25 results in an **ICP** becoming an **NSP** at which an **embedded network** connects to a **network**, or in an **ICP** becoming an **NSP** that is an **interconnection point**, the **distributor** who owns the **network** on which the **NSP** will be located after the change must give written notice to any **trader** trading at the **ICP** of the transfer.

(2) The **distributor** must give the notice at least 1 month before the transfer.

Compare: Electricity Governance Rules 2003 clause 10 schedule E1

Clause 27(1): amended, on 5 October 2017, by clause 240(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 27(2): amended, on 5 October 2017, by clause 240(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

28 Reconciliation manager to allocate new identifiers

The **reconciliation manager** must, within 1 **business day** of receiving notice under clause 25(1) or (2), allocate a unique **NSP identifier** to each **point of connection** or **interconnection point** to which the notice relates in accordance with the following format:

bbbqqqz nnnn

where

bbbqqqz is, in the case of a **local network**, the code for the **GXP** or **GIP** or, in the case of an **embedded network** or the **point of connection** between 2 **local networks**, the code for the **point of connection** to its parent **network**

where

bbb is a combination of 3 alpha characters that form a unique location identifier

qqq is the voltage in kV of the supply bus

z is a numeral allocated to distinguish it from any other supply bus of the same voltage at the same location

nnnn is a **participant identifier** for the **network** owner who from time to time owns the **network** being supplied.

Compare: Electricity Governance Rules 2003 clause 11 schedule E1

Clause 28: amended, on 5 October 2017, by clause 241 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

29 Obligations concerning change in network owner

(1) If a **network** owner acquires all or part of an existing **network**, the **network** owner must give written notice to the following of the acquisition:
- (a) the previous **network** owner:
- (b) the **reconciliation manager**:
- (c) the **Authority**:
- (d) every **reconciliation participant** who trades at an **ICP** connected to the **network** or part of the **network** acquired.

(2) The **network** owner must give the notice at least 1 month before the acquisition.

(3) The notice must specify—

(a) the **ICP identifiers** for which the **network** owner's **participant identifier** must be amended to reflect the acquisition of the **network** or part of the **network** by the **network** owner; and

(b) the effective date of the acquisition.

(4) A **network** owner who acquires all or part of an existing **network** must comply with Schedule 11.2.

Compare: Electricity Governance Rules 2003 clause 12 schedule E1

Clause 29(1): amended, on 5 October 2017, by clause 242(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 29(1)(d): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 29(2): amended, on 5 October 2017, by clause 242(2) and (3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 29(3): amended, on 5 October 2017, by clause 242(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

30 Reconciliation manager to advise registry manager

(1) The **reconciliation manager** must—

(a) advise the **registry manager** of any new or deleted **NSP identifier** no later than 1 **business day** after receiving notice of its creation or deletion; and

(b) advise the **registry manager** of any changes to supporting **NSP** information provided by a **distributor** in accordance with clause 26(4) no later than 1 **business day** after receiving the notice.

(2) The **registry manager** must **publish** an updated schedule of all **NSP identifiers** and supporting information within 1 **business day** of receiving notice in accordance with subclause (1).

Compare: Electricity Governance Rules 2003 clause 13 schedule E1

Clause 30 Heading: amended, on 5 October 2017, by clause 243(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 30(1): amended, on 5 October 2017, by clause 243(2) and (3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 30(2): amended, on 5 October 2017, by clause 243(3) and (4) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Schedule 11.2

cls 25 and 29 of Schedule 11.1

Transfer of ICPs between distributors' networks

1

This Schedule applies if a **distributor** (the applicant **distributor**) wishes to change the record in the **registry** of an **ICP** that is not recorded as being usually connected to an **NSP** in the **distributor's network**, to transfer the **ICP** so that it is recorded as being usually connected to an **NSP** in the applicant **distributor's network**.

Compare: Electricity Governance Rules 2003 clause 1 schedule E1A

Clause 1: amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 1: amended, on 5 October 2017, by clause 244 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 1: amended, on 1 March 2022, by clause 38(1)(a) and (b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

2

The applicant **distributor** must give written notice to the **Authority** of the transfer.

Compare: Electricity Governance Rules 2003 clause 2 schedule E1A

Clause 2: amended, on 5 October 2017, by clause 245 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

3

The notice must be in the **prescribed form**.

Compare: Electricity Governance Rules 2003 clause 3 schedule E1A

Clause 3: amended, on 5 October 2017, by clause 246 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

4

The notice must be given no later than 3 **business days** before the transfer takes effect.

Compare: Electricity Governance Rules 2003 clause 4 schedule E1A

Clause 4: amended, on 5 October 2017, by clause 247 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

5

The applicant **distributor** must give the **Authority** confirmation that the applicant **distributor** has received written consent to the proposed transfer from—

(a) the **distributor** whose **network** is associated with the **NSP** to which the **ICP** is recorded as being connected immediately before the notice, except if the notice relates

to the creation of an **embedded network**; and

(b) every **trader** who trades **electricity** at any **ICP** nominated at the time of notice as being supplied from the same **NSP** to which the notice relates.

Compare: Electricity Governance Rules 2003 clause 5 schedule E1A

Clause 5(a): amended, on 23 February 2015, by clause 75 of the Electricity Industry Participation Code Amendment (Distributed Generation) 2014.

Clause 5: amended, on 5 October 2017, by clause 248 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

5A

For the purposes of clause 5, the **distributor** (under subclause 5(a)) or the **trader** (under subclause 5(b)) is deemed to have consented to the proposed transfer if the applicant **distributor** has requested in writing the **distributor's** or **trader's** written consent and—

(a) the **distributor** or **trader** (as the case may be)—
  (i) has not provided written consent; and
  (ii) has not indicated in writing that it refuses to give written consent; and

(b) more than 40 **business days** (or such other period as the applicant **distributor** agrees with the **distributor** or **trader**) have passed since the applicant **distributor** requested the **distributor's** or **trader's** written consent; and

(c) during the 40 **business days** (or such other period as the applicant **distributor** agrees with the **distributor** or **trader**) the applicant **distributor** has—
  (i) checked the **registry** to ensure it has sought consent from the correct **distributor** or **trader**; and
  (ii) made reasonable endeavours to contact the **distributor** or **trader** and obtain a response.

Clause 5A: inserted, on 1 March 2022, by clause 38(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

5B

For the purposes of clause 5, the **distributor** (under subclause 5(a)) or the **trader** (under subclause 5(b)) must not unreasonably withhold consent to the proposed transfer.

Clause 5B: inserted, on 1 March 2022, by clause 38(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

6

If a notice relates to an **embedded network**, it must relate to every **ICP** on the **embedded network**.

Compare: Electricity Governance Rules 2003 clause 6 schedule E1A

Clause 6: amended, on 5 October 2017, by clause 249 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

7

The **Authority** must not authorise the change of any information in the **registry** if clauses 2 to 5 are not complied with.

Compare: Electricity Governance Rules 2003 clause 7 schedule E1A

Clause 7: amended, on 29 August 2013, by clause 10 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 7: amended, on 15 May 2014, by clause 27 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 7: amended, on 5 October 2017, by clause 250 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

7A

Despite clause 7, the **Authority** may authorise the change if the applicant **distributor** has not given written notice to the **Authority** within the time frame required under clause 4, if—

(a) the applicant **distributor** has complied with clauses 2, 3 and 5; and

(b) the **Authority** considers that it has not been materially disadvantaged by the applicant **distributor's** failure to comply with clause 4.

Clause 7A: inserted, on 15 May 2014, by clause 28 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 7A: amended, on 5 October 2017, by clause 251 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

8

The notice must include any information requested by the **Authority** from time to time.

Compare: Electricity Governance Rules 2003 clause 8 schedule E1A

Clause 8: amended, on 5 October 2017, by clause 252 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

9

The **registry manager** must remove from the **registry** any information the **registry manager** has received under clause 7 of Schedule 11.1 if the information—

(a) relates to an **ICP** for which an applicant **distributor** has given written notice of a transfer under this Schedule; and

(b) was to come into effect after the date on which the **Authority** authorises the change of information in the **registry** under this Schedule.

Compare: Electricity Governance Rules 2003 clause 9 schedule E1A

Clause 9: replaced, on 5 October 2017, by clause 253 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

10

A transfer may take effect on a date that is before the date on which the notice is given only with the consent of the **Authority**.

Compare: Electricity Governance Rules 2003 clause 10 schedule E1A

Clause 10: amended, on 5 October 2017, by clause 254 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

11

Each **reconciliation participant** must take a **validated meter reading** or **permanent estimate** on the date a transfer becomes effective for use in the creation of the **reconciliation participant's** submission file, unless the **Authority** authorises the **reconciliation manager** to provide additional **seasonal adjustment shapes** under clause 12.

Compare: Electricity Governance Rules 2003 clause 11 schedule E1A

12

The **Authority** may authorise the **reconciliation manager** to provide additional **seasonal adjustment shapes** for use in the creation of each **reconciliation participant's** submission file.

Compare: Electricity Governance Rules 2003 clause 12 schedule E1A

Schedule 11.3

cl 11.15

Switching

Overview

Cross heading: inserted on 9 October 2015, by clause 5(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

1A Application of Schedule

(1) This Schedule prescribes 3 processes for switching **ICPs** as follows:
  (a) a standard switch process that applies in the circumstances described in clause 1(1):
  (b) a switch move process that applies in the circumstances described in clause 8(1):
  (c) a gaining **trader** switch process that applies in the circumstances described in clause 13(1).

(2) If a **trader** proposes switching an **ICP**, the **trader** must use one of the switch processes set out in this Schedule.

Clause 1A Heading: amended, on 1 November 2018, by clause 52(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 1A: inserted on 9 October 2015, by clause 5(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 1A(2): inserted, on 1 November 2018, by clause 52(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Standard switch process

Cross heading: amended on 9 October 2015, by clause 6 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

1 Standard switch process for ICPs

(1) A standard switch process applies only when a **trader** (the "gaining **trader**") has an arrangement with a customer or **embedded generator** to commence trading **electricity** with the customer or **embedded generator** at, or to otherwise assume responsibility under clause 11.18(1) for, an **ICP** at which another **trader** (the "losing **trader**") trades **electricity**, and the gaining **trader** switch process under clauses 13 to 16 does not apply.

(1A) This clause and clauses 2 to 7 apply to a standard switch process.

(2) If subpart 2 of Part 4A of the Fair Trading Act 1986 applies to an arrangement described in subclause (1),—
  (a) the gaining **trader** must identify the period within which the customer or **embedded generator** may cancel the arrangement in accordance with section

36M of the Fair Trading Act 1986; and

(b) for the purpose of this Schedule, the arrangement is deemed to come into effect on the day after the expiry of the period.

Compare: Electricity Governance Rules 2003 clauses 1.1A and 1.1B schedule E2

Clause 1 Heading: amended, on 29 August 2013, by clause 11(1) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 1 Heading: amended on 9 October 2015, by clause 7(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 1(1) and 1(1A): substituted on 9 October 2015, by clause 7(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 1(1): amended, on 1 November 2018, by clause 53(1) and (2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 1(1)(a): substituted, on 29 August 2013, by clause 11(2) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 1(2): amended, on 6 November 2014, by clause 7(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 1(2)(a): amended, on 6 November 2014, by clause 7(4) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 1(2)(a): amended, on 1 November 2018, by clause 53(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

2 Gaining trader advises registry manager of standard switch request

(1) For each **ICP** to which a switch relates, the gaining **trader** must advise the **registry manager** of the switch no later than 2 **business days** after the arrangement to trade **electricity** with the customer or the **embedded generator** comes into effect.

(2) The gaining **trader** must include in its advice to the **registry manager**—

(a) *[Revoked]*

(b) that the switch type is TR; and

(c) 1 or more **profile** codes of a **profile** at the **ICP**.

Compare: Electricity Governance Rules 2003 clause 1.1 schedule E2

Clause 2 Heading: substituted on 9 October 2015, by clause 8(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 2 Heading: amended, on 5 October 2017, by clause 255(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 2(1) and (2): amended, on 5 October 2017, by clause 255(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 2(1): amended, on 1 November 2018, by clause 54 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 2(2): inserted on 9 October 2015, by clause 8(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 2(2)(a): revoked on 9 October 2015, by clause 4 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

3 Losing trader response to standard switch request

No later than 3 **business days** after the date on which the **registry manager**, under clause 22(a), makes written notice of a switch request available to the losing **trader**, the

losing **trader** must,—

(a) either—

(i) acknowledge the switch request by providing the following information to the **registry manager**:

(A) the proposed **event date**; and

(B) a valid switch response code approved by the **Authority**; or

(ii) provide the final information specified in clause 5(a) to (c) to complete the switch; or

(b) *[Revoked]*

(c) request that the switch be withdrawn in accordance with clause 17.

Compare: Electricity Governance Rules 2003 clause 1.2 schedule E2

Clause 3: substituted on 9 October 2015, by clause 9 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 3: amended, on 5 October 2017, by clause 256 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 3: amended, on 1 March 2022, by clause 39(a) & (b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 3(a): substituted on 9 October 2015, by clause 5(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 3(b): revoked on 9 October 2015, by clause 5(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

4 Event dates

(1) The losing **trader** must establish **event dates** so that—

(a) no **event date** is more than 10 **business days** after the date on which the **registry manager**, under clause 22(a), makes written notice available to the losing **trader**; and

(b) in any 12 month period at least 50% of the **event dates** established by the losing **trader** are no more than 5 **business days** after the date on which the **registry manager**, under clause 22(a), makes written notice available to the losing **trader**.

(2) For the purpose of determining whether it complies with subclause (1)(b), the losing **trader** may disregard every **event date** it has established for an **ICP** for which, on the date on which the **registry manager**, under clause 22(a), made written notice available to the losing **trader**, the losing **trader** had been responsible for less than 2 months.

Compare: Electricity Governance Rules 2003 clause 1.2A schedule E2

Clause 4: replaced, on 1 March 2022, by clause 40 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 4(1) chapeau: amended, on 1 August 2026, by clause 53 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

Clause 4(1): amended on 9 October 2015, by clause 6 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 4(1): amended, on 5 October 2017, by clause 257(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 4(1)(a): amended, on 15 May 2014, by clause 29 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Clause 4(2): amended on 9 October 2015, by clause 10 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 4(2): amended, on 5 October 2017, by clause 257(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 4(2): replaced, on 1 November 2018, by clause 55 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

5 Losing trader must provide final information

If the losing **trader** has provided information under clause 3(a)(i) rather than under clause 3(a)(ii), no later than 5 **business days** after the **event date**, the losing **trader** must complete the switch by providing final information to the **registry manager**, including—

(a) the **event date**; and

(b) a **switch event meter reading** as at the **event date** for each **meter** or **data storage device** that is recorded in the **registry** with an accumulator type of C and a settlement indicator of Y; and

(c) if the **switch event meter reading** is not a **validated meter reading**, the date of the last **meter reading** of the **meter** or **data storage device** described in paragraph (b).

Compare: Electricity Governance Rules 2003 clause 1.3 schedule E2

Clause 5: substituted on 9 October 2015, by clause 11 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 5: amended on 9 October 2015, by clause 7 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 5: amended, on 5 October 2017, by clause 258 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

6 Traders must use same reading

(1) The losing **trader** and the gaining **trader** must both use the same **switch event meter reading** for the **event date** as determined by the following procedure:

(a) if the **switch event meter reading** provided by the losing **trader** differs by less than 200 kWh from a value established by the gaining **trader**, the gaining **trader** must use the losing **trader's switch event meter reading**; or

(b) if the **switch event meter reading** provided by the losing **trader** differs by 200 kWh or more from a value established by the gaining **trader**, the gaining **trader** may dispute the **switch event meter reading**.

(2) Despite subclause (1), subclause (3) applies if—

(a) the losing **trader** trades **electricity** at the **ICP** through a **metering installation** with a submission type of non **half hour** in the **registry**; and

(b) the gaining **trader** will trade **electricity** at the **ICP** through a **metering installation** with a submission type of **half hour** in the **registry**, as a result of the gaining **trader's** arrangement to trade **electricity** with the customer or the **embedded generator**; and

(c) a **switch event meter reading** provided by the losing **trader** under subclause (1) has not been obtained from an **interrogation** of a **certified metering installation**

with an AMI flag of Y in the **registry**.

(3) No later than 5 **business days** after the date on which the **registry manager**, under clause 22(d), makes written notice of switch completion information available to the gaining **trader**—

(a) the gaining **trader** may provide the losing **trader** with a **switch event meter reading** obtained from an **interrogation** of a **certified metering installation** with an AMI flag of Y in the **registry**; and

(b) the losing **trader** must use that **switch event meter reading**.

Compare: Electricity Governance Rules 2003 clause 1.4 schedule E2

Clause 6: amended on 9 October 2015, by clause 12(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 6(a): amended on 9 October 2015, by clause 12(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 6(b): substituted on 9 October 2015, by clause 12(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 6(2) and (3): inserted on 9 October 2015, by clause 8 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 6(2)(b): amended, on 1 November 2018, by clause 56 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 6(3): amended, on 5 October 2017, by clause 259 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 6(3): amended, on 1 March 2022, by clause 41 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

6A Gaining trader disputes reading

(1) If a gaining **trader** disputes a **switch event meter reading** under clause 6(1)(b), the gaining **trader** must, no later than 4 months after the date on which the **registry manager** made written notice under clause 22(d) of switch completion information available to the gaining **trader**, provide to the losing **trader** a revised **switch event meter reading** supported by 2 **validated meter readings**.

(2) On receipt of a revised **switch event meter reading** from the gaining **trader** under subclause (1), the losing **trader** must either,—

(a) if the losing **trader** accepts the revised **switch event meter reading**, or does not respond to the gaining **trader**, use the revised **switch event meter reading**; or

(b) if the losing **trader** does not accept the revised **switch event meter reading,** advise the gaining **trader** (giving all relevant details) no later than 5 **business days** after receiving the revised **switch event meter reading**.

Clause 6A: inserted on 9 October 2015, by clause 13 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 6A Heading: amended on 9 October 2015, by clause 9(a) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 6A: amended on 9 October 2015, by clause 9(b) and (c) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 6A: replaced, on 5 October 2017, by clause 260 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 6A(1): amended, on 1 February 2019, by clause 57 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 6A(1): replaced, on 1 March 2022, by clause 42 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

7 Disputes

(1) A losing **trader** or a gaining **trader** may give written notice to the other **trader** that it disputes a **switch event meter reading** provided under clauses 1 to 6.

(2) The dispute must be resolved in accordance with the disputes procedure in clause 15.29 (with all necessary amendments).

Compare: Electricity Governance Rules 2003 clause 1.5 schedule E2

Clause 7(1): amended on 9 October 2015, by clause 14 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 7(1): amended, on 5 October 2017, by clause 261 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Switch move process

8 Switch move process for ICPs

(1) A standard switch process applies only when a **trader** (the "gaining **trader**") has an arrangement with a customer or **embedded generator** to commence trading **electricity** with the customer or **embedded generator** at, or to otherwise assume responsibility under clause 11.18(1) for, an **ICP** for which no **trader** has an agreement to trade **electricity** and the gaining **trader** switch process under clauses 13 to 16 does not apply.

(1A) This clause and clauses 9 to 12 apply to a switch move process.

(2) If subpart 2 of Part 4A of the Fair Trading Act 1986 applies to an arrangement described in subclause (1)—

(a) the gaining **trader** must identify the period within which the customer or **embedded generator** may cancel the arrangement in accordance with section 36M of the Fair Trading Act 1986; and

(b) for the purpose of this Schedule, the arrangement is deemed to come into effect on the day after the expiry of the period.

Compare: Electricity Governance Rules 2003 clauses 2.1A and 2.1B schedule E2

Clause 8 Heading: amended, on 29 August 2013, by clause 12(1) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 8(1) and 8(1A): substituted on 9 October 2015, by clause 15 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 8(1)(a): substituted, on 29 August 2013, by clause 12(2) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 8(1): amended, on 1 November 2018, by clause 58(1) and (2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 8(2): amended, on 6 November 2014, by clause 15(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 8(2)(a): amended, on 6 November 2014, by clause 15(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 8(2)(a): amended, on 1 November 2018, by clause 58(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

9 Gaining trader informs registry manager of switch request

(1) For each **ICP** to which a switch relates, the gaining **trader** must advise the **registry manager** of the switch request no later than 2 **business days** after the arrangement to trade **electricity** with the customer or the **embedded generator** comes into effect.

(2) The gaining **trader** must include in its advice to the **registry manager**—
- (a) a proposed **event date**; and
- (b) that the switch type is MI; and
- (c) 1 or more **profile** codes of a **profile** at the **ICP**.

Compare: Electricity Governance Rules 2003 clause 2.1 schedule E2

Clause 9 Heading: amended, on 5 October 2017, by clause 262(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 9(1): amended, on 9 October 2015, by clause 16(1)(a) and 16)(1)(b) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 9(1): amended, on 1 November 2018, by clause 59 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 9(2): inserted, on 9 October 2015, by clause 16(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 9(1) and (2): amended, on 5 October 2017, by clause 262(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

10 Losing trader response to switch move request

(1) The **trader** that is recorded in the **registry** as being responsible for an **ICP** that is subject to a switch request (the "losing **trader**") must, no later than 5 **business days** after the date on which the **registry manager** makes written notice under clause 22(a) of the switch request available to the losing **trader**,—
- (a) if the losing **trader** accepts the event date proposed by the gaining trader, complete the switch by providing to the registry manager—
  - (i) *[Revoked]*
  - (ia) confirmation of the **event date**; and
  - (ib) a valid switch response code approved by the **Authority**; and
  - (ii) final information in accordance with clause 11; or
- (b) if the losing **trader** does not accept the **event date** proposed by the gaining **trader**, acknowledge the switch request to the **registry manager** and determine a different **event date** that—
  - (i) is not earlier than the gaining **trader's** proposed **event date**; and
  - (ii) is no later than 10 **business days** after the date on which the **registry manager**, under clause 22(a), made written notice of the switch request available to the losing **trader**; or
- (c) request that the switch be withdrawn in accordance with clause 17.

(2) If the losing **trader** determines a different **event date** under subclause (1)(b), the losing **trader** must, no later than 10 **business days** after the date on which the **registry manager** made written notice referred to in subclause (1) available to the losing **trader**,

also complete the switch by providing to the **registry manager** the information described in subclause (1)(a), but in that case the **event date** is the **event date** determined by the losing **trader**.

Compare: Electricity Governance Rules 2003 clause 2.2 schedule E2

Clause 10: substituted, on 9 October 2015, by clause 17 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 10(1): amended, on 9 October 2015, by clause 10(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 10(1): amended, on 5 October 2017, by clause 263(1), (2) and (3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 10(1)(a)(i): revoked, on 9 October 2015, by clause 10(2)(a) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 10(1)(a)(ia) and (ib): inserted, on 9 October 2015, by clause 10(2)(b) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 10(1)(b): amended, on 9 October 2015, by clause 10(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 10(1)(c): amended, on 9 October 2015, by clause 10(4) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 10(2): amended, on 5 October 2017, by clause 263(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 10(2): amended, on 1 November 2018, by clause 60 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 10: replaced, on 1 March 2022, by clause 43 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

11 Losing trader must provide final information

The losing **trader** must provide final information to the **registry manager** for the purposes of clause 10(1)(a)(ii), including—

(a) the **event date**; and

(b) a **switch event meter reading** as at the **event date** for each **meter** or **data storage device** that is recorded in the **registry** with an accumulator type of C and a settlement indicator of Y; and

(c) if the **switch event meter reading** is not a **validated meter reading**, the date of the last **meter reading** of the **meter** or **data storage device** described in paragraph (b).

Compare: Electricity Governance Rules 2003 clause 2.3 schedule E2

Clause 11: substituted, on 9 October 2015, by clause 17 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 11: amended, on 9 October 2015, by clause 11 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 11: amended, on 5 October 2017, by clause 264 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

12 Gaining trader may change switch event meter reading

(1) The gaining **trader** may use the **switch event meter reading** supplied by the losing **trader** or may, at its own cost, obtain its own **switch event meter reading**.

(2) If the gaining **trader** elects to use the new **switch event meter reading,** the gaining **trader** must advise the losing **trader** of the new **switch event meter reading** and the **event date** to which it refers as follows:

(a) if the **switch event meter reading** established by the gaining **trader** differs by less than 200 kWh from that provided by the losing **trader**, both **traders** must use the **switch event meter reading** provided by the gaining **trader**; or

(b) if the **switch event meter reading** provided by the losing **trader** differs by 200 kWh or more from a value established by the gaining **trader**, the gaining **trader** may dispute the **switch event meter reading**.

(2A) Despite subclauses (1) and (2), subclause (2B) applies if—

(a) the losing **trader** trades **electricity** at the **ICP** through a **metering installation** with a submission type of non **half hour** in the **registry**; and

(b) the gaining **trader** will trade **electricity** at the **ICP** through a **metering installation** with a submission type of **half hour** in the **registry**, as a result of the gaining **trader**'s arrangement with the customer or **embedded generator**; and

(c) a **switch event meter reading** provided by the losing **trader** under subclause (1) has not been obtained from an **interrogation** of a **certified metering installation** with an AMI flag of Y in the **registry**.

(2B) No later than 5 **business days** after the date on which the **registry manager**, under clause 22(d), makes written notice,—

(a) the gaining **trader** may provide the losing **trader** with a **switch event meter reading** obtained from an **interrogation** of a **certified metering installation** with an AMI flag of Y in the **registry**; and

(b) the losing **trader** must use that **switch event meter reading**

(3) If the gaining **trader** disputes a **switch event meter reading** under subclause (2)(b), the gaining **trader** must, no later than 4 months after the date on which the **registry manager**, under clause 22(d), made written notice of switch completion information available to the gainer **trader**, provide to the losing **trader** a revised **validated meter reading** or a **permanent estimate** supported by 2 **validated meter readings**, and the losing **trader** must either,—

(a) no later than 5 **business days** after receiving the **switch event meter reading** from the gaining **trader**, the losing **trader**, if it does not accept the **switch event meter reading,** must advise the gaining **trader** (giving all relevant details), and the losing **trader** and the gaining **trader** must use reasonable endeavours to resolve the dispute in accordance with the disputes procedure contained in clause 15.29 (with all necessary amendments); or

(b) if the losing **trader** advises its acceptance of the **switch event meter reading** received from the gaining **trader**, or does not provide any response, the losing **trader** must use the **switch event meter reading** supplied by the gaining **trader**.

Compare: Electricity Governance Rules 2003 clause 2.4 schedule E2

Clause 12 Heading: amended, on 9 October 2015, by clause 18(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 12(1) and (3): amended, on 9 October 2015, by clause 18(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 12(2): substituted, on 9 October 2015, by clause 18(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 12(2), (2B) and (3): amended, on 5 October 2017, by clause 265 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 12(2A) and (2B): inserted, on 9 October 2015, by clause 12 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 12(2A)(b): amended, on 1 November 2018, by clause 61(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 12(2B): amended, on 1 March 2022, by clause 44(1)(a) and (b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 12(3): amended, on 9 October 2015, by clause 18(4) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 12(3): amended, on 1 February 2019, by clause 61(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 12(3): amended, on 1 March 2022, by clause 44(2)(a), (b) and (c) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 12(3)(a): amended, on 9 October 2015, by clause 18(5) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 12(3)(b): amended, on 9 October 2015, by clause 18(6) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Gaining trader switch process

Cross heading: amended, on 9 October 2015, by clause 19 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

13 Gaining trader switch processes

(1) A gaining **trader** switch process applies only when a **trader** (the "gaining **trader**") has an arrangement with a customer or **embedded generator** to—

(a) trade **electricity** with the customer or **embedded generator** at an **ICP** at which another **trader** (the "losing **trader**") trades **electricity** with the customer or **embedded generator**, and one of subparagraphs (i) to (iii) applies—

(i) at the **ICP**, the gaining **trader** will trade **electricity** through a **half-hour metering installation** that is a category 3 or higher **metering installation**; or

(ii) at the **ICP**—

(A) the gaining **trader** will trade **electricity** through a **half-hour metering installation**, and in the **registry** the **ICP** will have a submission type of **half hour** and an AMI flag of "N"; and

(B) the losing **trader** trades **electricity** through a **non half-hour metering installation**, and in the **registry** the **ICP** has a submission type of non **half hour** and an AMI flag of "N"; or

(iii) at the **ICP**—

(A) the gaining **trader** will trade **electricity** through a **non half-hour metering installation**, and the **ICP** will have a submission type of non **half hour** in the **registry**; and

(B) the losing **trader** trades **electricity** through a **half-hour metering installation**, and in the **registry** the **ICP** has a submission type of **half**

hour and an AMI flag of "N"; or

(b) assume responsibility under clause 11.18(1) for an **ICP** described in subparagraph (a)(i), (a)(ii), or (a)(iii).

(1A) This clause and clauses 14 to 16 apply to a gaining **trader** switch process.

(2) If subpart 2 of Part 4A of the Fair Trading Act 1986 applies to an arrangement described in subclause (1)—

(a) the gaining **trader** must identify the period within which the customer or **embedded generator** may cancel the arrangement in accordance with section 36M of the Fair Trading Act 1986; and

(b) for the purpose of this Schedule, the arrangement is deemed to come into effect on the day after the expiry of the period.

Compare: Electricity Governance Rules 2003 clauses 3.1 and 3.1A schedule E2

Clause 13 Heading: amended, on 9 October 2015, by clause 20(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 13(1): amended, on 9 October 2015, by clause 20(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 13(1): amended, on 1 November 2018, by clause 62(1)(a) and (b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 13(1)(a): substituted, on 29 August 2013, by clause 13 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 13(1)(a): replaced, on 1 February 2019, by clause 62(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 13(1)(a)(i): amended, on 9 October 2015, by clause 13(a) and (b) of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 13(1)(a)(i) and (1)(a)(ii): amended, on 5 October 2017, by clause 266 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 13(1)(a)(ii) chapeau: amended, on 1 August 2026, by clause 54 of the Electricity Industry Participation Code (Minor Amendments) Amendment 2026.

Clause 13(1)(b): amended, on 9 October 2015, by clause 20(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 13(1)(b): amended, on 1 February 2019, by clause 62(3) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 13(1A): inserted, on 9 October 2015, by clause 20(4) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 13(2): amended, on 6 November 2014, by clause 20(5) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 13(2)(a): amended, on 6 November 2014, by clause 20(6) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 13(2)(a): amended, on 1 November 2018, by clause 62(4) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

14 Gaining trader informs registry manager of switch request

(1) For each **ICP** to which a switch relates, the gaining **trader** must advise the **registry manager** of the switch request no later than 3 **business days** after the arrangement to trade **electricity** with the customer or the **embedded generator** comes into effect.

(2) The gaining **trader** must include in its advice to the **registry manager**—

(a) a proposed **event date**; and

(b) that the switch type is HH.

(3) Unless subclause (4) applies, the proposed **event date** must be a date that is after the date on which the gaining **trader** advises the **registry manager**.

(4) The proposed **event date** may be a date that is before the date on which the gaining **trader** advises the **registry manager**, if—

(a) the proposed **event date** is in the same month as the date on which the gaining **trader** advises the **registry manager**; or

(b) the proposed **event date** is no more than 90 days before the date on which the gaining **trader** advises the **registry manager**, and the losing **trader** and gaining **trader** agree on the proposed **event date**.

Compare: Electricity Governance Rules 2003 clause 3.2 schedule E2

Clause 14 Heading: amended, on 5 October 2017, by clause 267(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 14: amended, on 5 October 2017, by clause 267(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 14(1): amended, on 1 November 2018, by clause 63 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 14(1): amended, on 9 October 2015, by clause 21(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 14(2), (3), and (4): inserted, on 9 October 2015, by clause 21(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

15 Losing trader provides information

No later than 3 **business days** after the date on which the **registry manager**, under clause 22(a), makes written notice available to the losing **trader**, must—

(a) provide the **registry manager** with a valid switch response code approved by the **Authority**; or

(b) request that the switch be withdrawn in accordance with clause 17.

Compare: Electricity Governance Rules 2003 clause 3.3 schedule E2

Clause 15: amended, on 9 October 2015, by clause 22(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 15: amended, on 9 October 2015, by clause 14 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 15: amended, on 5 October 2017, by clause 268 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 15: amended, on 1 March 2022, by clause 45(1) and (2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 15(a): amended, on 9 October 2015, by clause 22(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 15(b): amended, on 9 October 2015, by clause 22(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

16 Gaining trader obligations

(1) The gaining **trader** must complete the switch by advising the **registry manager** of the **event date** no later than 3 **business days** after the date on which the **registry manager**,

under clause 22(c), makes written notice of a valid switch response code available to the gaining **trader**.

(2) If the **ICP** is being **electrically disconnected** or if **metering** equipment is being removed, the gaining **trader** must either—

(a) give the losing **trader** or the **metering equipment provider** for the **ICP** an opportunity to **interrogate** the **metering installation** immediately before the **ICP** is **electrically disconnected** or the **metering** equipment is removed; or

(b) carry out an **interrogation** and, no later than 5 **business days** after the **metering installation** is **electrically disconnected** or removed, advise the losing **trader** of —

(i) the results of the **interrogation**; and

(ii) the **metering component** numbers for each data channel in the **metering installation**.

Compare: Electricity Governance Rules 2003 clause 3.4 schedule E2

Clause 16 Heading: amended, on 9 October 2015, by clause 23(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 16(1): amended, on 9 October 2015, by clause 23(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 16(1): amended, on 9 October 2015, by clause 15 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Clause 16(1): amended, on 1 March 2022, by clause 46(a) and (b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 16(1) and (2): amended, on 5 October 2017, by clause 269 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 16(2): inserted, on 9 October 2015, by clause 23(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Withdrawing a switch request

17 Withdrawal of switch requests

A losing **trader** or gaining **trader** may request that a switch request be withdrawn at any time until the expiry of 2 months after the **event date**.

Compare: Electricity Governance Rules 2003 clause 3A schedule E2

Clause 17: amended, on 9 October 2015, by clause 24 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

18 Withdrawing a switch request

If a **trader** requests the withdrawal of a switch under clause 17, the following provisions apply:

(a) the **Authority** must determine the valid codes for withdrawing a switch request (“withdrawal advisory codes”):

(b) the **Authority** must **publish** the withdrawal advisory codes:

(c) for each **ICP**, the **trader** withdrawing the switch request must provide the **registry manager** with the following information:

(i) the **participant identifier** of the **trader**; and

(ii) the withdrawal advisory code **published** by the **Authority** in accordance with paragraph (b):

(d) no later than 5 **business days** after the date on which the **registry manager**, under clause 22(b), makes written notice available to the **trader** receiving the withdrawal, the **trader** must advise the **registry manager** that the switch withdrawal request is accepted or rejected. A switch withdrawal request must not become effective until accepted by the **trader** who received the withdrawal:

(e) on receipt of a rejection notice from the **registry manager** in accordance with paragraph (d), a **trader** may re-submit a switch withdrawal request for an **ICP** in accordance with paragraph (c). All switch withdrawal requests must be resolved no later than 10 **business days** after the date of the initial switch withdrawal request:

(f) if a **trader** requests that a switch request be withdrawn and the resolution of that switch withdrawal request results in the switch proceeding, no later than 2 **business days** after the date on which the **registry manager**, under clause 22(b), makes written notice available to the losing **trader**, the losing **trader** must comply with clauses 3, 5, 10 and 11 (whichever is appropriate) and the gaining **trader** must comply with clause 16.

Compare: Electricity Governance Rules 2003 clause 4 schedule E2

Clause 18(b): amended, on 21 September 2012, by clause 16(1) of the Electricity Industry Participation (Minor Amendments) Code Amendment 2012.

Clause 18(c)(i): amended, on 21 September 2012, by clause 16(2) of the Electricity Industry Participation (Minor Amendments) Code Amendment 2012.

Clause 18(c) to (f): amended, on 5 October 2017, by clause 270 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 18(d): amended, on 1 March 2022, by clause 47(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 18(d), (e), and (f): amended, on 9 October 2015, by clause 25 of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 18(f): amended, on 1 March 2022, by clause 47(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Exchange of information

19 Participants to use file formats

Participants who exchange information in accordance with this Schedule must use the file formats determined and **published** by the **Authority**.

Compare: Electricity Governance Rules 2003 clause 5.1 schedule E2

20 Method of exchanging files

(1) The **Authority** may, from time to time, after consultation with **participants**, do all or any of the following:

(a) determine the method by which **participants** exchange information:

(b) determine the file formats that **participants** must use to exchange information:

(c) alter the file formats or the method by which **participants** exchange information.

(2) The **Authority** must **publish** the file formats.

Compare: Electricity Governance Rules 2003 clause 5.2 schedule E2

Clause 20(1): substituted, on 15 May 2014, by clause 30 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

21 Metering information

For each **interrogation** or **switch event meter reading** carried out in accordance with this Schedule,—

(a) the **trader** who carries out the **interrogation** or **switch event meter reading** must ensure that the **interrogation** is as accurate as possible, or that the **switch event meter reading** is fair and reasonable (as the case may be); and

(b) the cost of each **interrogation** or **switch event meter reading** must be met as follows:

(i) for each **interrogation** or **switch event meter reading** carried out in accordance with clauses 5(b) or 11(b) or (c), the cost must be met by the losing **trader**; and

(ii) in every other case, the cost must be met by the gaining **trader**.

Compare: Electricity Governance Rules 2003 clause 5.3 schedule E2

Clause 21: amended, on 9 October 2015, by clause 26(1) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 21(a): amended, on 9 October 2015, by clause 26(2) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

Clause 21(b), and (c): substituted, on 9 October 2015, by clause 26(3) of the Electricity Industry Participation Code Amendment (ICP Switching) 2014.

22 Registry manager notices

The **registry manager** must provide notice to **participants** required by this Schedule as follows:

(a) on receipt of information about a switch request in accordance with clauses 2, 9 and 14, the **registry manager** must make written notice available to the losing **trader** of the information received:

(b) on receipt of information about a withdrawal request in accordance with clauses 18(c) and (d), the **registry manager** must make written notice available to the other relevant **trader** of the information received:

(c) on receipt of information about a switch acknowledgement in accordance with clauses 3(a) and 15, the **registry manager** must make written notice available to the gaining **trader** of the information received:

(d) on receipt of information about a switch completion in accordance with clauses 3(a)(ii), 5, 10 and 16, the **registry manager** must make written notice available to the gaining **trader**, the losing **trader**, the **metering equipment provider**, and the relevant **distributor** of the information received.

Compare: Electricity Governance Rules 2003 clause 5.4 schedule E2

Clause 22 Heading: amended, on 5 October 2017, by clause 271(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 22: amended, on 5 October 2017, by clause 271(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 22(a), (b), (c) and (d): amended, on 1 March 2022, by clause 48 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2019.

Clause 22(d): amended, on 29 August 2013, by clause 14 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2013.

Clause 22(d): amended, on 9 October 2015, by clause 16 of the Electricity Industry Participation Code Amendment (ICP Switching) 2015.

Schedule 11.4

cls 11.8A and 11.15A

Metering equipment provider switching and registry metering records

Schedule 11.4: inserted on 29 August 2013, by clause 22 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011.

1 Metering equipment provider receives notice for ICP identifier

(1) Within 10 **business days** of being advised by the **registry manager** under clause 11.18A, a **gaining metering equipment provider**,—

(a) must, if it intends to accept responsibility for each **metering installation** for the **ICP**—

(i) enter into an arrangement with the **trader**; and

(ii) advise the **registry manager** in the prescribed form that it accepts responsibility for each **metering installation** for the **ICP** and of the proposed date on which the **metering equipment provider** will assume responsibility for each **metering installation** for the **ICP**; or

(b) may, if it intends to decline responsibility for each **metering installation** for the **ICP**, advise the **registry manager** in the **prescribed form** that it declines to accept responsibility for each **metering installation** for the **ICP**.

(2) The **registry manager** must, within 1 **business day** of a **metering equipment provider** advising under subclause (1)(b) that it declines to accept responsibility for each **metering installation** for the **ICP**, advise the **trader** of the declinature.

(3) The **registry manager** must, within 1 **business day** of a **gaining metering equipment provider** advising of acceptance under subclause (1)(a), advise the following **participants** for the **ICP** of the acceptance and proposed date on which the **gaining metering equipment provider** will assume responsibility for each **metering installation** for the **ICP**:

(a) the **trader**; and

(b) the **distributor**; and

(c) if relevant, the **losing metering equipment provider**.

Clause 1 Heading: amended, on 5 October 2017, by clause 272(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 1: amended, on 5 October 2017, by clause 272(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 1(1): amended, on 29 August 2013, by clause 49 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011, Amendment 2013 (No 2).

Clause 1(1)(b): amended, on 1 November 2018, by clause 64 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

2 Gaining metering equipment provider to advise registry manager of registry metering records

If the **metering equipment provider** who is responsible for a **metering installation** for an **ICP** changes, the **metering equipment provider** must, within 15 **business days** of becoming the **metering equipment provider** for the **metering installation**, advise the **registry manager** of the **registry metering records** for the **metering installation**.

Clause 2 Heading: amended, on 5 October 2017, by clause 273(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 2: amended, on 5 October 2017, by clause 273(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

3 Metering equipment provider to advise registry manager of changes to registry metering records

If a **metering equipment provider** has an arrangement with a **trader** at an **ICP** that is not also an **NSP**, the **metering equipment provider** must advise the **registry manager** of the **registry metering records**, or any change to the **registry metering records**, for each **metering installation** for which it is responsible at the **ICP**, no later than—

(a) *[Revoked]*

(b) *[Revoked]*

(c) if updating the **registry metering records** in accordance with clause 8(11)(b) of Schedule 10.6, 10 **business days** following the most recent unsuccessful **interrogation**; or

(d) if updating the **registry metering records** in accordance with clause 8(13) of Schedule 10.6, 3 **business days** following—

(i) the expiry of the time period under clause 8(12) of Schedule 10.6; or

(ii) the date on which the **metering equipment provider** determines in an investigation under clause 8(11)(a) of Schedule 10.6 that it cannot restore communications or fully download the **raw meter data**; or

(e) in all other cases, 10 **business days** following:

(i) the **electrical connection** of an **ICP** that is not also an **NSP**; or

(ii) any subsequent change in any matter covered by the **metering records** other than a change to which subparagraphs (c) and (d) apply.

Clause 3 Heading: amended, on 5 October 2017, by clause 274(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 3: amended, on 5 October 2017, by clause 274(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 3 amended, on 1 November 2018, by clause 65(a), (b) and (c) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 3 amended, on 1 February 2021, by clause 46(1) of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Clause 3(a): amended, on 29 August 2013, by clause 50 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011, Amendment 2013 (No 2).

Clause 3(a): amended, on 1 November 2018, by clause 65(d) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 3(a) revoked, on 1 February 2021, by clause 46(2) of the Electricity Industry Participation Code Amendment

(Metering and Related Registry Processes) 2020.

Clause 3(b): amended, on 1 November 2018, by clause 65(e) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 3(b) revoked, on 1 February 2021, by clause 46(2) of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Clause 3(c), (d) and (e) inserted, on 1 February 2021, by clause 46(3) of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

4 Registry manager requirement to advise

The **registry manager** must, within 1 **business day** of being advised—

(a) under clauses 2 or 3, advise the **trader** and **distributor** of the **registry metering records**:

(b) under clauses 3 or 6, advise—

(i) the **trader** and **distributor** of the details of the change to the **registry metering records**; and

(ii) the **losing metering equipment provider** of the date of change of the **metering equipment provider** for the **ICP identifier**.

Clause 4 Heading: amended, on 5 October 2017, by clause 275(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 4: amended, on 5 October 2017, by clause 275(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

5 Changes to registry metering records for ICP identifier

The **registry manager** must, within 1 **business day** of being advised of 1 or more of the following changes relating to an **ICP identifier** record, advise the **metering equipment provider** of the change:

(a) the **trader participant identifier**:

(b) the **distributor participant identifier**:

(c) the settlement type:

(d) the status of the **ICP**.

Clause 5 Heading: amended, on 5 October 2017, by clause 276(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 5: amended, on 5 October 2017, by clause 276(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

6 Correction of errors in registry

(1) A **metering equipment provider** must, by 0900 hours on the 13th **business day** of each **reconciliation period**, obtain the following information from the **registry**:

(a) a list of the **ICP identifiers** for the **ICPs** for the **metering installations** for which the **metering equipment provider** is recorded in the **registry** as being responsible; and

(b) the **registry metering records** for each **ICP identifier** obtained under paragraph (a).

(2) A **metering equipment provider** must, as soon as reasonably practicable but not later than 5 **business days** after it obtains the information under subclause (1), compare the

information obtained with its own records.

(3) If the **metering equipment provider** finds a discrepancy between the information obtained under subclause (1) and its own records, the **metering equipment provider** must, within 5 **business days** of becoming aware of the discrepancy,—

(a) correct its records that are in error; and

(b) advise the **registry manager** of any necessary changes to the **registry metering records**.

Clause 6(3)(b): amended, on 5 October 2017, by clause 277 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 6(3)(b): amended, on 1 November 2018, by clause 66 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

7 Metering equipment provider to provide registry metering records to registry manager

(1) A **metering equipment provider** must, if required under this Part, provide to the **registry manager** the information indicated in Table 1 as being "Required", in the **prescribed form**, for each **metering installation** for which it is responsible.

(1A) Despite subclause (1) a **metering equipment provider** is not required to provide to the **registry manager** the information indicated in rows 23 to 30 of Table 1 as being "Required", if the information is used only for the purpose of a **distributor** direct billing **consumers** on its **network**.

(2) Despite anything to the contrary in this Code (except clause 11.2) the **metering equipment provider** must—

(a) provide the information set out in Table 1 indicated as being required for **interim certified metering installations** to the **registry manager** for all **category 1 metering installations** for which it is responsible; and

(b) ensure that the **registry metering records** provided in accordance with this clause are, for not less than 50% of the **category 1 metering installations** for which it is responsible, complete, accurate, not misleading or deceptive, and not likely to mislead or deceive, by no later than 1 October 2014; and

(c) ensure that the **registry metering records** provided in accordance with this clause are, for each **category 1 metering installation** for which it is responsible, complete, accurate, not misleading or deceptive, and not likely to mislead or deceive, by no later than 1 April 2015.

(3) The **metering equipment provider** must derive the information provided under subclause (2)(a) from—

(a) the **metering equipment provider's metering records**; or

(b) the **metering records** contained within the current **trader's** system.

Clause 7 Heading: amended, on 5 October 2017, by clause 278(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 7(1) and 2(a): amended, on 5 October 2017, by clause 278(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 7(1A) inserted, on 1 February 2021, by clause 47 of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Clause 7(2): amended, on 29 August 2013, by clause 51 of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011, Amendment 2013 (No 2).

Table 1: Registry metering records

The following table sets out the **registry metering records**:

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
For each **ICP identifier**				
1	the **metering equipment provider participant identifier**	**participant identifier**	Required	Required
For each **metering installation** for an **ICP**				
2	**metering installation** number	a sequential number that is unique to the **ICP's identifier**, to identify the **metering installation**	Required	Required
3	highest **metering** category	the category recorded in the **metering installation certification report**	Required	Required
4	**metering installation** location code	a code from the list of codes in the **registry**, that identifies the location of the **metering installation** on a premises	Required	Required
5	the **ATH participant identifier**	the **participant identifier** of the **ATH** who **certified** the **metering installation**	Required	Optional

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
6	**metering installation certification** type	the **certification** type of the **metering installation** which must be **half hour** or non **half hour** as identified in the **metering installation certification report** or, where both **half hour** and non **half hour** are specified as the **certification type** in the **metering installation certification report**, must be one of those **certification types**.	Required	Required
7	**metering installation certification** date	the effective **certification** date identified in the **metering installation certification report**	Required	Optional
8	the **metering installation certification** expiry date	the **metering installation certification** expiry date, identified in the **metering installation certification report**, or the date that the **metering installation certification** is cancelled	Required	Required
9	**control device certification**	confirmation that the **control device** used in the **metering installation** is included in the **metering installation certification report**	Required	Optional

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
10	**certification** variations	(a) Does an exemption under the **Act** for the **metering installation** apply? (b) Has the alternate **measuring transformer certification** process been used?	Required	Optional
11	**certification** variations expiry date	the earlier of the expiry date of any **certification** variation under item 10	Required	Optional
12	**certification** number	the **certification** number assigned to a **metering installation's certification**	Required	Optional
13	maximum **interrogation** cycle	the maximum **interrogation** cycle for the **metering installation** included in its **certification report**	Required	Required
14	price code	if the **metering equipment provider** considers it relevant, an identifier that may be used to indicate the price that would apply to a lease for the use of the **metering installation**	Optional	Optional
The following details for each **metering component** in the **metering installation** for each **ICP**				
15	**metering component** type	an identifier used to identify the type of **metering component** in	Required	Required

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
		the **metering installation** selected from the list of codes in the **registry**		
16	**metering component** identifier	an identifier visible on the installed **metering component** that is either the manufacturer's serial number or the owner's component asset number	Required	Required for **meter** or **data storage device**. Optional for all other **metering components**.
17	**meter** or **data storage device** type	an identifier used to identify the type of **meter** or **data storage device** in the **metering installation**, which may be **half hour**, non **half hour**, or prepay selected from the list of codes in the **registry**	Required for **meter** or **data storage device**.	Required for **meter** or **data storage device**.
18	AMI type	an identifieir to identify if the **metering component** is an advanced metering infrastructure device and the **metering equipment provider's back office** is the **services access interface**	Required for **meter** or **data storage device**. Optional for all other **metering components**.	Required for **meter** or **data storage device**. Optional for all other **metering components**.

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
19	**registry compensation factor**	the mathematical product of all **compensation factors** that the **trader** must apply to transform the **raw meter data** into **volume information**	Required for **meter** or **data storage device**. Optional for all other **metering components**.	Required for **meter** or **data storage device**. Optional for all other **metering components**.
20	owner of a **metering component**	a free text field to identify the owner of a **metering component**, which may be a **participant identifier** if the owner is a **participant**	Optional	Optional
21	removal date of a **meter** or **data storage device**	a date that a **meter** or **data storage device** is removed	Optional for **meter** or **data storage device**	Optional for **meter** or **data storage device**
The following details for each **metering component** identified in rows 15 to 21 above				
22	**metering component** type	the **metering component** type identifier selected from the list of codes in the **registry**	Required for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.	Required for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.
23	register number	a sequential number that identifies each data	Required (except where clause 7(1A) of	Required (except where

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
		channel that is present in the **metering component**	this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.	clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.
24	number of dials	the number of dials or digits that relate to the data channel	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
25	register content code	an identifier for the contents of a channel or a data channel, selected from a list in the **registry**	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.
26	period of availability	an identifier for the period of availability for which a **control device** is configured, selected from a list in the **registry**	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
			other **metering components**.	
27	unit of measurement	an identifier for the units recorded in a data channel, selected from a list in the **registry**	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.
28	energy flow direction	an identifier for the import or export recording in the data channel, selected from a list in the **registry**	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
29	accumulator type	an identifier for either absolute or cumulative recording in the data channel, selected from a list in the **registry**	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.
30	settlement indicator	an identifier determined as follows: (a) if the relevant **meter** or **data storage device** has an AMI flag of "Y", the cumulative data channel identifier must be "Y" and the other data channel identifiers must be "N"; and (b) for any other **meter** or **data storage device**, or for a control device, the data channel identifier must be the appropriate identifier selected from the list in the **registry**	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.	Required (except where clause 7(1A) of this Schedule applies) for **meter** or **data storage device** that returns any 1 or more of the following values as a result of an **interrogation**: (a) **active energy**: (b) **reactive energy**: (c) apparent energy: (d) apparent power. Optional for all other **metering components**.

No	Registry term	Description	Fully certified metering installation	Interim certified metering installation
31	event reading	the event **meter** read of a **meter** or **data storage device**	Optional	Optional

Table 1: row 6, column 2 amended, on 5 October 2017, by clause 279(a) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Table 1: row 6, column 3 amended, on 1 February 2021, by clause 48(a) of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Table 1: row 16 amended, on 29 August 2013, by clause 52(1) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011, Amendment 2013 (No 2).

Table 1: row 18, column 3 amended, on 1 February 2021, by clause 48(b) of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Table 1: row 19 amended, on 29 August 2013, by clause 52(2) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011, Amendment 2013 (No 2).

Table 1: row 19, column 2 amended, on 1 February 2021, by clause 48(c) of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Table 1: row 19, column 3 replaced, on 1 February 2021, by clause 48(c) of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Table 1: row 21 amended, on 29 August 2013, by clause 52(3) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011, Amendment 2013 (No 2).

Table 1: row 21 replaced, on 5 October 2017, by clause 279(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Table 1: row 23 amended, on 15 May 2014, by clause 31 of the Electricity Industry Participation (Minor Code Amendments) Code Amendment 2014.

Table 1: rows 22 to 30 substituted, on 1 February 2016, by clause 45 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2015.

Table 1: rows 23 to 30, columns 4 and 5 amended, on 1 February 2021, by clause 48(d) of the Electricity Industry Participation Code Amendment (Metering and Related Registry Processes) 2020.

Table 1: row 30 amended, on 29 August 2013, by clause 5(1) of the Electricity Industry Participation (Metering Arrangements) Code Amendment 2011, Amendment 2013 (No 3).

cl 11.15C

Schedule 11.5

Process for trader or retailer event of default

Schedule 11.5: inserted, on 16 December 2013, by clause 7 of the Electricity Industry Participation (Managing Retailer Default Situations) Code Amendment 2013.

Schedule 11.5, heading: amended, on 28 February 2015, by clause 8 of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Schedule 11.5, heading: amended, on 15 May 2025, by clause 9(1) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

1 Purpose

The purpose of this Schedule is to set out the process that the **Authority** and each **participant** must comply with when this Schedule applies in accordance with clause 11.15C.

Clause 1: amended, on 28 February 2015, by clause 9 of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 1: amended, on 24 March 2015, by clause 6 of the Electricity Industry Participation Code Amendment (Settlement and Prudential Security) 2014.

Clause 1: amended, on 1 July 2025, by clause 18 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2025.

2 Notice to trader or retailer who has committed event of default

(1) The **Authority** must give written notice to a defaulting **trader** or defaulting **retailer** who has committed an **event of default** of the kind referred to in clause 11.15C that—

(a) the defaulting **trader** or defaulting **retailer** must—

(i) remedy the **event of default**; or

(ii) for a **trader** that has committed an **event of default** under clause 14.41(1)(a) or (b) or (f) or (h) or (i), assign its rights and obligations under every contract under which a customer of the defaulting **trader** purchases **electricity** from the defaulting **trader** to another **trader**, and assign to another trader all **ICPs** for which the defaulting **trader** is recorded in the **registry** as being responsible; or

(iii) for a **retailer** that has committed an **event of default** under clause 14.41(1)(j), assign its rights and obligations under every contract under which a customer of the **retailer** purchases **electricity** from the **retailer** to a **trader**; and

(b) if the defaulting **trader** or defaulting **retailer** does not comply with the requirements set out in paragraph (a) within 7 days of the notice, clause 4 will apply.

(2) The **Authority** may give written notice to the defaulting **trader** or defaulting **retailer** requiring the defaulting **trader** or defaulting **retailer** to provide to the **Authority**, within a time specified by the **Authority**, information about the defaulting **trader's** or defaulting **retailer's** customers.

(3) The defaulting **trader** or defaulting **retailer** must provide the information requested by the **Authority** under subclause (2) within the time specified by the **Authority**.

Clause 2, heading: amended, on 28 February 2015, by clause 10(1) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 2, heading: amended, on 15 May 2025, by clause 9(2) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 2(1): amended, on 28 February 2015, by clause 10(2) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 2(1): amended, on 24 March 2015, by clause 7 of the Electricity Industry Participation Code Amendment (Settlement and Prudential Security) 2014.

Clause 2(1)(a)(ii): amended, on 1 November 2018, by clause 67(a) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 2(1): amended, on 15 May 2025, by clause 9(3) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 2(2): amended, on 28 February 2015, by clause 10(3) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 2(2): amended, on 1 November 2018, by clause 67(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 2(2): amended, on 15 May 2025, by clause 9(4) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

Clause 2(3): amended, on 28 February 2015, by clause 10(4) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 2(3): amended, on 15 May 2025, by clause 9(5) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

3A Authority may require notifying trader to provide information

(1) The **Authority** may, by notice in writing to the **trader** that notified the **Authority** under clause 14.41(1)(j), require the **trader** to provide to the **Authority** the information specified in the notice about the defaulting **retailer's ICPs** within the period specified in the notice.

(2) If the **trader** holds the information, the **trader** must provide the information to the **Authority** within the time specified by the **Authority**.

Clause 3A: inserted, on 15 May 2025, by clause 9(6) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

3 Authority may require distributor, registry manager, and metering equipment provider to provide information

(1) The **Authority** may, by notice in writing to a **distributor** on whose **network** a defaulting **trader** trades **electricity**, require the **distributor** to provide to the **Authority** the information specified in the notice about the defaulting **trader's** customers within the period specified in the notice.

(2) If the **distributor** holds the information, the **distributor** must provide the information to the **Authority** within the time specified by the **Authority**.

(3) The **Authority** may, by notice in writing to the **registry manager**, require the **registry manager** to provide to the **Authority** the information, specified in the notice, about **ICPs** for which a defaulting **trader** is recorded in the **registry** as being responsible, within the period specified in the notice.

(4) If the **registry manager** holds the information, the **registry manager** must provide the information to the **Authority** within the time specified by the **Authority**.

(5) The **Authority** may, by notice in writing to a **metering equipment provider** who is recorded in the **registry** as the **metering equipment provider** for an **ICP** for which a defaulting **trader** is responsible, require the **metering equipment provider** to provide to the **Authority** the information, specified in the notice, about the **ICPs** for which the defaulting **trader** is recorded in the registry as being responsible, within the period specified in the notice.

(6) If the **metering equipment provider** holds the information, the **metering equipment provider** must provide the information to the **Authority** within the time specified by the **Authority**.

Clause 3 Heading: amended, on 5 October 2017, by clause 281(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 3 Heading: amended, on 7 September 2020, by clause 4(1) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 3(1): amended, on 28 February 2015, by clause 11(1) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 3(1): amended, on 1 November 2018, by clause 68 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 3(1): amended, on 7 September 2020, by clause 4(2) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 3(2): amended, on 7 September 2020, by clause 4(3) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 3(3): amended, on 28 February 2015, by clause 11(2) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 3(3) and (4): replaced, on 7 September 2020, by clause 4(4) and (5) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 3(3) and (4): amended, on 5 October 2017, by clause 281(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 3(5) and (6): inserted, on 7 September 2020, by clause 4(6) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

4 Failure by defaulting trader or defaulting retailer to remedy event of default

(1) This clause applies if—

(a) 7 days or more have elapsed since the **Authority** gave notice to the defaulting **trader** or defaulting **retailer** under clause 2(1); and

(b) the **Authority** considers that—

(i) the defaulting **trader** or defaulting **retailer** has not remedied the **event of default** or, in the case of an **event of default** under clause 14.41(1)(b) in respect of which there is an unresolved invoice dispute under clause 14.25,

has not reached an agreement with the **Authority** to resolve the **event of default**; and

(ii) the defaulting **trader** or defaulting **retailer** still has 1 or more contracts under which a customer of the defaulting **trader** or defaulting **retailer** purchases **electricity** from the defaulting **trader** or defaulting **retailer** or is still recorded in the **registry** as being responsible for 1 or more **ICPs**.

(2) The **Authority** must—

(a) give written notice to the defaulting **trader** or defaulting **retailer** that the **Authority** considers that this clause applies; and

(b) unless the **Authority** considers there is good reason not to, attempt to advise customers of the defaulting **trader** or defaulting **retailer** that the defaulting **trader** or defaulting **retailer** has committed an **event of default** and one or more of the following:

(i) *[Revoked]*

(ii) the customer should enter into a contract for the purchase of **electricity** with another **trader** or **retailer** by the date that is 14 days after the day on which the **Authority** gave written notice to the defaulting **trader** or defaulting **retailer** under clause 2(1):

(iii) if the customer fails to enter into a contract with another **trader** or **retailer** by that date, the **Authority** may assign the defaulting **trader's** or defaulting **retailer's** rights and obligations under the customer's contract with the defaulting **trader** or defaulting **retailer** to another **trader** under clause 5:

(iv) any other information the **Authority** considers appropriate.

(3) *[Revoked]*

(4) *[Revoked]*

Clause 4, heading: amended, on 28 February 2015, by clause 12(1) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 4(1): amended, on 28 February 2015, by clause 12(2) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 4(1)(a): amended, on 7 September 2020, by clause 5(1) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 4(1)(b)(i): amended, on 24 March 2015, by clause 8 of the Electricity Industry Participation Code Amendment (Settlement and Prudential Security) 2014.

Clause 4(1)(b)(i): amended, on 1 April 2025 by clause 20 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2025.

Clause 4(1)(b)(ii): amended, on 1 November 2018, by clause 69(a) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 4(2)(a): amended, on 28 February 2015, by clause 12(3)(a) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 4(2)(a) and (b): amended, on 5 October 2017, by clause 282 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 4(2)(b): substituted, on 28 February 2015, by clause 12(3)(b) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 4(2)(b): amended, on 1 November 2018, by clause 69(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 4(2)(b): replaced, on 7 September 2020, by clause 5(2) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 4(2)(b)(ii) and (iii): amended, on 1 November 2018, by clause 69(c) and (d) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 4(3) and 4(4): revoked, on 28 August 2015, by clause 12(4) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 4, heading and sub paragraphs (1) and (2): amended, on 15 May 2025, by clause 9(7) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

4A Trader to provide information about NSPs and ICPs at which it cannot trade

(1) If the **Authority** gives written notice to a **trader** under clause 4, the **Authority** must give written notice to each **trader** (except the defaulting **trader**) that it must provide the information specified in subclause (2) to the **registry manager** by no later than 1600 on the **business day** following the day on which the notice under this subclause was given.

(2) The information that a **trader** must provide to the **registry manager** is—

(a) the **NSPs** at which the **trader** cannot trade because it does not have an arrangement with the relevant **distributor** on whose **network** the **NSPs** are located to trade at the **NSP**; and

(b) the **ICPs** at which the **trader** cannot trade for any of the following reasons:

(i) the type of each **meter** at the **ICPs** (for example, **half hour**, non **half hour**, or prepay):

(ii) the **price category** code assigned to the **ICPs**:

(iii) the **metering installation** category of the **metering installation** at the **ICPs**:

(iv) the **installation type** code assigned to the **ICPs**; and

(c) the reasons, being 1 or more reasons specified in paragraph (a) and (b), for the **trader** being unable to trade at the **NSPs** or **ICPs**.

(3) A **trader** must comply with a notice given to it under subclause (1).

Clause 4A: inserted, on 28 August 2015, by clause 13 of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 4A(1): amended, on 5 October 2017, by clause 283 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

4B Authority may direct registry manager not to process certain ICP switching activities

(1) If the **Authority** gives written notice to a **trader** under clause 2, the **Authority** may, by written notice to the **registry manager**, direct the **registry manager** not to—

(a) process the initiation or completion of the switch of any **ICP** to the defaulting **trader**; or

(b) process a switch withdrawal request under clauses 17 and 18 of Schedule 11.3 if processing the switch withdrawal request would mean the defaulting **trader** retained responsibility for the **ICP** to which the switch withdrawal request applies.

(2) If the **Authority** gives written notice under subclause (1), the **registry manager** must comply with the notice.

Clause 4B: replaced, on 7 September 2020, by clause 6 of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 4B Heading: amended, on 5 October 2017, by clause 284(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 4B: amended, on 5 October 2017, by clause 284(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 4B: inserted, on 28 August 2015, by clause 13 of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

5 Authority may assign contracts and ICPs

(1) This clause applies if, by the end of the 17th day after the defaulting **trader** or defaulting **retailer** was given notice under clause 2(1),—

(a) the defaulting **trader** or defaulting **retailer** has not remedied the **event of default** or, in the case of an **event of default** under clause 14.41(1)(b) in respect of which there is an unresolved invoice dispute under clause 14.25, has not reached an agreement with the **Authority** to resolve the **event of default**; and

(b) the defaulting **trader** or defaulting **retailer** continues to have 1 or more contracts under which a customer of the defaulting **trader** or defaulting **retailer** purchases **electricity** from the defaulting **trader** or the defaulting **retailer** or the defaulting **trader** is still recorded in the **registry** as being responsible for 1 or more **ICPs**.

(2) The **Authority** may—

(a) exercise its right under a contract under which a customer purchases **electricity** from the defaulting **trader** or defaulting **retailer** to assign the rights and obligations of the defaulting **trader** or defaulting **retailer** under the contract to a recipient **trader** in accordance with the contract; and

(b) assign an **ICP** to a recipient **trader** and direct the **registry manager** to amend the record in the **registry** so that the recipient **trader** is recorded as being responsible for the **ICP**; and

(c) specify the recipient **trader** to whom the rights and obligations under the contract or the **ICP** will be assigned.

(2A) When determining an assignment under subclause (2), the **Authority** may do 1 or both of the following:

(a) exercise its discretion to determine the recipient **trader** without going through a tender or other competitive process:

(b) undertake a tender or other competitive process to determine the recipient **trader**.

(3) The **Authority** must, by notice in writing to each recipient **trader**, direct the recipient **trader** to accept an assignment under subclause (2).

(4) Before the **Authority** gives notice to a recipient **trader** under subclause (3), the **Authority** may decide not to assign rights and obligations of the defaulting **trader** or defaulting **retailer** under a contract or an **ICP** to a recipient **trader** if the recipient **trader** satisfies the **Authority** that the assignment would pose a serious threat to the financial viability of the recipient **trader**.

(5) A recipient **trader** must comply with a direction given to it under subclause (3).

(6) The **registry manager** must comply with a direction given to it under subclause (2).

(7) Before the **Authority** exercises its right to assign rights and obligations or an **ICP** under subclause (2), the **Authority** must, if the **Authority** considers it is practicable, consult

with the defaulting **trader** or defaulting **retailer** as to the need for the notice.

Clause 5, heading: amended, on 28 February 2015, by clause 14(1) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 5(1): amended, on 28 February 2015, by clause 14(2) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 5(1)(a): amended, on 24 March 2015, by clause 9 of the Electricity Industry Participation Code Amendment (Settlement and Prudential Security) 2014.

Clause 5(1)(a): amended, on 1 April 2025 by clause 21 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2025.

Clause 5(1)(b): amended, on 1 November 2018, by clause 70 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 5(2) to (8): amended, on 28 February 2015, by clause 14(3) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 5(2)(a): amended, on 1 November 2018, by clause 70 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 5(2)(b): amended, on 5 October 2017, by clause 285(a) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 5(2A): inserted, on 7 September 2020, by clause 7(1) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 5(6): amended, on 5 October 2017, by clause 285(b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 5(8): deleted, on 7 September 2020, by clause 7(2) of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 5: replaced, on 15 May 2025, by clause 9(8) of the Electricity Industry Participation Code Amendment (Retailer Default) 2025.

5A Effect of assignment

If the **Authority** assigns an **ICP** to a recipient **trader** under clause 5, and at the time of the assignment the recipient **trader** does not comply with clause 10.24(a) in relation to the **ICP**, the recipient **trader** is excused from complying with that clause for the first 3 months after the assignment.

Clause 5A: inserted, on 28 August 2015, by clause 15 of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

6 Authority must provide information to recipient trader

If the **Authority** exercises its right to assign rights and obligations or an **ICP** under clause 5(2), the **Authority** must provide the following information to each recipient **trader**:

(a) the number of customer contracts (to the extent that the **Authority** has the information) and **ICPs** assigned to the **trader**; and

(b) any information that the **Authority** holds about the customers and **ICPs** assigned to the **trader**.

Clause 6, heading: amended, on 28 February 2015, by clause 16(1) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 6: amended, on 28 February 2015, by clause 16(2) of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 6(a) and (b): amended, on 1 November 2018, by clause 71(a) and (b) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

7 Authority may direct registry manager to process certain ICP switching activities

(1) If the **Authority** gives written notice to a defaulting **trader** under clause 2, the **Authority** may, by written notice to the **registry manager**, even if the defaulting **trader** has not complied with its obligations under Schedule 11.3, direct the **registry manager** to—

(a) initiate and complete the switch of an **ICP** away from the defaulting **trader**; or

(b) process the initiation or completion of the switch of an **ICP** away from the defaulting **trader**; or

(c) cancel the switch of an **ICP** to the defaulting **trader**; or

(d) process the completion of a switch withdrawal request under clauses 17 and 18 of Schedule 11.3 for an **ICP** that is being switched to the defaulting **trader**; or

(e) cancel a switch withdrawal request made under clauses 17 and 18 of Schedule 11.3 for an **ICP** that is being switched away from the defaulting **trader**.

(2) The **registry manager** must, as soon as possible, comply with a direction given by the **Authority** in a written notice.

Clause 7: replaced, on 7 September 2020, by clause 8 of the Electricity Industry Participation Code Amendment (Improving Trader Default Process) 2020.

Clause 7 Heading: amended, on 5 October 2017, by clause 286(1) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

Clause 7: amended, on 28 February 2015, by clause 17 of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Clause 7: amended, on 5 October 2017, by clause 286(2) of the Electricity Industry Participation Code Amendment (Code Review Programme) 2017.

8 Terms of assigned contract

(1) If the **Authority** exercises its right to assign rights and obligations under clause 5(2), the **Authority** must attempt to advise the customer that the terms of the contract may be amended on assignment.

(2) The recipient **trader** must use reasonable endeavours to advise the customer of those terms.

Clause 8(1) and (2): amended, on 1 November 2018, by clause 72 of the Electricity Industry Participation Code Amendment (Code Review Programme) 2018.

Clause 8(2): amended, on 28 February 2015, by clause 18 of the Electricity Industry Participation Code Amendment (Trader Default) 2014.

Schedule 11.6
Forms for authorisation of an Agent to request consumption information

Schedule 11.6 inserted, on 1 March 2020, by clause 7 of the Electricity Industry Participation Code Amendment (Requirements and Processes for Information Requests by Agents) 2020.

Form 1: Form for authorisation by an individual (being a natural person)

Consumer: [Consumer full name]

Property: [property address (es)]

Customer number[1]: [customer number]

Installation Control Points (ICP(s)) Identifier(s): [List all ICPs]

Retailer: [name of Retailer]

Agent: [full name of Agent and contact details]

Period of authority: [enter period of authorisation to Agent]

I (being the Consumer named above) confirm that I own or occupy the Property identified above (or owned or occupied that property at the relevant time) or otherwise am or was responsible for the consumption of electricity at the Property.

I confirm that I am or have been a customer of the Retailer identified above in relation to the Property and ICP(s) identified above.

I authorise:

(a) the Agent identified above to request, receive and hold information on my behalf about:
- electricity consumption for the Property or the ICP(s); and
- information about the retail tariff plan applicable to the consumer's ICP, including the relevant product identification code; and

(b) the Retailer to transfer the information at (a) on my behalf to the Agent.

[Signature/electronic signature of Consumer or of a person on behalf of the Consumer (in which case, evidence of that person's authority to sign on behalf of the Consumer is required) or other evidence of Consumer's agreement] .

[1] This is the customer number assigned to the Customer by the Retailer to whom the request is being made.

Schedule 11.6, Form 1: replaced, on 30 October 2026, by clause 13 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.
Schedule 11.6, Form 1, second bullet point at paragraph (a) amended, on 30 October 2026, by clause 5 of the Electricity Industry Participation Code (Clarifying Retail Tariff Plans) Amendment 2026

Form 2: Form for authorisation by a non-individual (not being a natural person)

Consumer: [Consumer full name]

Authorised Representative of Consumer: [Full name and title/position with Consumer]

Property: [property address (es)]

Customer number[2]: [customer number]

Installation Control Points (ICP(s)) Identifier(s): [List all ICPs]

Retailer: [name of Retailer]

Agent: [full name of Agent and contact details]

Period of authority [enter period of authorisation to Agent]

The Consumer identified above owns or occupies the Property identified above (or owned or occupied that property at the relevant time) or otherwise is or was responsible for the consumption of electricity at the Property.

The Consumer is or has been a customer of the Retailer identified above in relation to the Property and, ICP(s) identified above.

The Consumer authorises:

(a) the Agent identified above to request, receive and hold information on the Consumer's behalf about:
- electricity consumption for the Property or the ICP(s); and
- information about the retail tariff plan applicable to the consumer's ICP, including the relevant product identification code; and

(b) the Retailer to transfer information at (a) on the Consumer's behalf to the Agent.

In signing this form as the Authorised representative of the Consumer, I warrant that I am authorised to sign this form and agree to the matters above on behalf of the Consumer.

[Signature/electronic signature of Authorised Representative].

[2] This is the customer number assigned to the Customer by the Retailer to whom the request is being made.

Schedule 11.6, Form 2: replaced, on 30 October 2026, by clause 14 of the Electricity Industry Participation Code (Improving Access to Product Information) Amendment 2026.
Schedule 11.6, Form 2: second bullet point at paragraph (a) amended, on 30 October 2026, by clause 6 of the Electricity Industry Participation Code (Clarifying Retail Tariff Plans) Amendment 2026.