

Electricity Information Exchange Protocols 13C and 14C – Electronic request formats

Decision paper

27 October 2026

Executive summary

The Electricity Authority Te Mana Hiko (Authority) is improving and standardising access to electricity product and consumption information by updating Electricity Information Exchange Protocols (EIEPs).

These new information-sharing protocols are designed to give consumers a clearer picture of the electricity plan they are on, and how they use electricity. They also support the future development of more automated and digital data-sharing services across the electricity sector by giving third parties and retailers the ability to request and exchange consumption or product information,

The Authority has decided to update the existing EIEP13C – Electronic request format for consumption data exchanges EIEP13A or EIEP13B, and to introduce a new form for requesting a consumer’s product data, EIEP14C. The updated EIEP13C aligns with recent revisions to EIEP13A and EIEP13B, including allowing the more modern JSON data formats.¹ The new EIEP14C uses a similar request structure for EIEP14B product information.

The C formats provide a mechanism by which a consumer’s agent can request information about a consumer on their behalf through the registry transfer hub². Retailers who receive a valid C file will have to respond with the appropriate EIEP form, through the registry transfer hub.

Summary of feedback

The Authority received nine submissions to the consultation comprising retailers, a retailer association, a third-party service provider, and a distributor. We thank these parties for their submissions.

Submitters broadly supported the Authority’s objectives for improving access to electricity consumption and product information.

Concerns were raised about implementation timing, expected costs, and potential duplication with Open Electricity.³ While submitters generally supported standardising request mechanisms, many viewed the proposed C formats as transitional arrangements whose long-term role remains unclear.

We also received mixed feedback on specific aspects of our proposals regarding joint support for JSON and CSV formats, our proposed authorisation mechanisms, and providing information to consumers who request plan information. Submitters also noted minor formatting issues in the proposed document which they said were inconsistent with EIEP13A, EIEP13B, EIEP14A and EIEP14B.

After considering the feedback received, we have made several changes to our proposal which are outlined in this decision document. These include minor changes to the proposed EIEP13C and EIEP14C, changes to our proposals for how authorisation and consumer requests are handled, and clarification around the default format to be used by requestors and retailers being CSV.

¹ [Improving product and consumption information exchange](#)

² The registry transfer hub is the prescribed Electricity Information Exchange System (clause 11.32EG).

³ The Ministry of Business, Innovation and Employment (MBIE) is finalising regulations and preparing standards to implement “Open Electricity” – the designation of the electricity sector under the Customer and Product Data Act 2025.

Next steps

From 30 October 2026, retailers will need to respond to requests for consumption information with the appropriate EIEP13 file (EIEP13A and EIEP13B) and to requests for product information with the appropriate EIEP14 file (EIEP14A and EIEP14B).

The updated version of EIEP13C and new EIEP14C will be in use from 1 April 2027. From this date, requestors will be able to make requests using the EIEP13C or EIEP14C, and retailers will need to respond to requests through the registry transfer hub, with the appropriate EIEP13A, EIEP13B, or EIEP14B file (within five working days).

Until April 2027, retailers must use existing processes to receive and respond to information requests, including the current version of EIEP 13C, email, or any alternative format or method. Retailers will comply with the Code requirements for access to this information if they provide the requestor with the relevant EIEP-formatted file.

This concludes the Authority's current phase of work to improve access to electricity information. We recognise that these EIEPs may need to be updated to reflect future innovations in retail pricing structures, the uptake of JSON as a more widely used file format, and the requirements for Open Electricity. We welcome ongoing input from the sector and will consult on any future changes.

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1 Purpose

- 1.1 This paper sets out the Authority's decision on:
 - (a) changes to the existing Electricity Information Exchange Protocol 13C – Electronic request for consumption information (EIEP13C)
 - (b) the new Electricity Information Exchange Protocol 14C – Electronic request for individual plan information (EIEP14C).
- 1.2 The finalised EIEP13C and EIEP14C (C formats) prescribe standardised formats which enable third parties and traders to make electronic requests for EIEP13A, EIEP13B, or EIEP14B files via the Registry transfer hub. Receipt of a valid C file triggers a retailer to release the appropriate EIEP file.
- 1.3 The Authority's decision is accompanied by:
 - (a) its responses to feedback received from stakeholders
 - (b) an overview of changes to the consultation paper's proposals that are incorporated in the final C formats
 - (c) next steps for implementing the C formats.

2 Context for the Authority's decision

Consumers will benefit from improved exchange of electricity consumption and product information

- 2.1 The Authority has undertaken a programme of work to ensure consumption and product information standards are fit for purpose and support consistent, reliable, and efficient exchanges of information. This follows the Authority's decision in October 2025 to replace the then non-regulated EIEP14 with a modular set of new regulated protocols, as part of the Authority's consumer mobility work programme.
- 2.2 EIEPs provide standardised formats to facilitate the exchange of electricity information between traders and distributors, and between retailers, consumers, or third-party providers. EIEP13 (consumption information) and EIEP14 (product information) are regulated and retailers are required to provide information in specific formats when requested.
- 2.3 By improving access to information, third parties and industry participants can provide more accurate and timely services to consumers. This in turn enhances competition and delivers more choice to consumers.
- 2.4 The Authority has made several decisions to introduce new and updated protocols in 2026, including a new EIEP14A in April 2026,⁴ and a new EIEP14B and updates to EIEP13A and EIEP13B in August 2026.⁵ This decision for the C formats now completes this current programme of work.
- 2.5 By establishing these data standards, we can increase the speed at which information is accessed. The Registry transfer hub – prescribed by the Authority as the EIE system under the Electricity Industry Participation Code 2010 (Code) – allows parties to request and exchange information in a timely manner. Those with access to the hub are trusted by

⁴ [Electricity Information Exchange Protocol 14A – Retailer Product Information](#)

⁵ [Improving product and consumption information exchange](#)

retailers and can promptly exchange request files, provided the requisite authorisation has been granted.

- 2.6 While these EIEPs will not deliver real-time information, they support a more streamlined and potentially automated environment for the exchange of consumption and product data. We consider it important that information that can help a consumer make effective choices about their electricity is readily accessible, and these changes will support that.

The Authority consulted on changes to EIEP13C and a new EIEP14C

- 2.7 On 17 September 2026, the Authority released the consultation paper [Improving product and consumption information exchange – electronic request form](#). In that paper we outlined our proposals on:
- (a) updates to the existing EIEP13C to reflect updates made to EIEP13A and EIEP13B
 - (b) a new EIEP14C for requesting information provided in EIEP14B.
- 2.8 The consultation paper invited feedback from industry participants on:
- (a) the proposed changes/updates to EIEP13C and the new proposed EIEP14C
 - (b) whether EIEP14C should only be able to request EIEP14B files
 - (c) our proposal to use a customer authorisation code within the EIEP14C file as the mechanism to indicate customer consent
 - (d) whether EIEP14C should allow both JSON and CSV formats
 - (e) whether consumer requests for plan information should also be answered with an appropriate EIEP file, to ensure the consistent provision of data regardless of request mechanism.

The Authority has decided to update EIEP13C

- 2.9 The Authority has amended EIEP13C to reflect the updates made to EIEP13A and EIEP13B, as proposed in the consultation paper. These changes will modernise how consumption information is requested and provided, including allowing the use of JSON and aligning terminology and fields with the other updated EIEP13 formats.
- 2.10 The updated EIEP13C prescribes the standardised format by which a consumer or their authorised agent may request that consumer's consumption information. The request may be for information provided using either or both EIEP13A and EIEP13B.

The Authority has decided to prescribe a new EIEP14C

- 2.11 The Authority is prescribing a new EIEP14C in accordance with clause 11.32F of the Code.⁶
- 2.12 The EIEP14C is a standardised format by which a consumer or their authorised agent may request that consumer's individual product information (EIEP14B), through the registry transfer hub. The registry transfer hub – prescribed by the Authority as the EIE system under the Code – allows parties to request and exchange information in a timely manner. Those with access to the hub are trusted by retailers and can promptly exchange request files, provided the requisite authorisation has been granted

⁶ Clause 11.32F is amended with effect from 30 October 2026. The amended 11.32F requires the Authority to publish procedures for responding to requests for product information, as well as consumption information.

3 Key feedback and Authority response

- 3.1 The Authority received nine substantive submissions from industry stakeholders comprising:
- (a) six retailers: Mercury, Contact, 2degrees, Meridian, Genesis and Nova
 - (b) one retailer association: Electricity Retailers' and Generators' Association of New Zealand (ERGANZ)
 - (c) one third-party service provider: Cortexo
 - (d) one lines company: Buller Energy.
- 3.2 We have carefully considered all submissions received and thank submitters for their feedback. Submissions are available on the Authority's website.
- 3.3 The key themes of the feedback received, and our response to that feedback, are outlined below.

Broad support for the Authority's objectives

- 3.4 Submitters were broadly supportive of the Authority's objectives of improving access to electricity consumption and product information. Most submitters accepted the benefits of standardised requests and responses.
- 3.5 There was near-universal support for limiting EIEP14C to EIEP14B requests only. Submitters noted that EIEP14A information is publicly available and does not justify the additional complexity of consumer-specific request processes.
- 3.6 There were mixed views on the Authority's assessment that the benefits of the proposed C formats outweighed the cost.
- 3.7 Some submitters agreed that the C formats would support consumer choice and potentially improve competition. Other submitters (particularly ERGANZ, Meridian and Cortexo) said that our assessment under the efficient and proportionality criterion was incorrect given the uncertainty around how the EIEP 13 and 14 suite would interact with Open Electricity. These submitters considered the C formats served as a useful interim step but said that the cost and effort to build systems to use these formats was unclear and potentially resulted in low value or stranded investment.

Specific feedback on the C formats

- 3.8 Cortexo suggested that, where possible, JSON keys should match those to be used in Open Electricity.
- We support this recommendation and will continue to advocate for alignment where possible.
- 3.9 Cortexo suggested response codes to the EIEP13A table for 'format not supported' and 'period not available'.
- We are reluctant to amend the 13A formats at this time given the proximity to the 30 October implementation date for 13A, 13B, 14A and 14B. We are also not convinced that this will provide any additional value given our decision to provide for a default CSV format, and that third parties can infer that information is not available for a date range if the file returns no information. We will consider whether this is a beneficial change to make at a later date.
- 3.10 Cortexo suggested that an EIEP14C request with a correct customer name and ICP, but without a consumer number, be valid where the retailer can identify the customer.

- We are not implementing this suggestion. Retailers were strong in their feedback during our design workshops that inclusion of the consumer number⁷ was integral to identifying the correct customer. Not requiring a consumer number puts an administrative burden on retailers to identify the correct customer through inference, increasing the risk of incorrect information being given.
 - Additionally, consumer numbers should be known by third party requestors who obtain authorisation from a consumer. We note that the form for authorising an agent to request consumption information (as provided at Schedule 11.6 of the Code) requires an individual to provide their consumer number to a third party.
- 3.11 Cortexo asked that the statement of written authority be retained as a valid mechanism for indicated consent.
- As discussed below, the statement of written authority in the Schedule 11.6 form can still be used when using the C formats.
- 3.12 Mercury suggested that the Consumer Authorisation Code in EIEP13C should be expanded from 20 characters to 36 characters, to be consistent with EIEP13B.
- We have made this change to ensure consistency.
- 3.13 Meridian suggested the new filtering fields (request dates, meter channels, and reactive energy) should not be included as these are unlikely to be used by retailers.
- We have not made this change. We consider it important these fields are present to ensure effective filtering of information, particularly for future products. These are optional fields, so our view is their inclusion should not cause issues.
- 3.14 ERGANZ suggested the response should state whether filtering was applied so a requestor can tell a filtered dataset from a full one.
- We have not made this change. We consider this would be a low-value inclusion to the response formats given the additional cost of making this change across the EIEP13 and EIEP14 suites. We are also unclear whether this would be particularly useful to data requestors.
- 3.15 ERGANZ suggested that the procedures document should say how retailers treat a request where consumer number, customer name, and ICP identifier do not exactly match (for example, where a name is recorded differently on the account).
- The Authority agrees this would be useful to include. Our position is that, where possible, retailers should be able to overcome situations where there is some discrepancy in the name of a customer. Appropriate guidance will be included in the accompanying procedures documents for these protocols.
- 3.16 Meridian and Cortexo noted that the EIEP14C format retains the request start and end dates featured in EIEP13C, but that these are unnecessary for EIEP14C given EIEP14B provides the current plan applying to an ICP. Cortexo requested either explanation of their use, or their removal.
- We agree that these are unnecessary to EIEP14C and have removed them from EIEP14C.

⁷ The consumer number is a retailer's unique ID that links the premises and the consumer. It is separate from the consumer authorisation code.

Supporting both JSON and CSV formats

- 3.17 In our proposal, the C formats should be available in both JSON and CSV formats.
- 3.18 We asked for feedback on whether a field should be included in EIEP14C to allow nomination of either JSON or CSV file formats and the extent to which the sector was ready to adopt JSON as the default file format.

Feedback from submitters

- 3.19 Submitters generally supported retaining both JSON and CSV formats to accommodate differing system capabilities.
- 3.20 Most favoured one format being the default, with the alternative available by agreement between parties. clarity was also sought whether retailers would be required to develop both.
- 3.21 Views remained divided on whether CSV or JSON should be the default. More submitters preferred CSV at present, highlighting the pending implementation of Open Electricity. Others strongly support specifying JSON now as the required format as the more modern data format and given its likely requirement for Open Electricity.
- 3.22 Submitters generally supported retaining CSV as the common industry format during the transition to JSON and aligning any move to JSON with Open Electricity to avoid duplication or additional investment.
- 3.23 Readiness to support JSON varied significantly. Some participants are already developing JSON capability (citing the requirements of Open Electricity) while others currently rely on CSV and would require additional time and investment to develop JSON capability. Cortexo requested visibility of when retailers would be required to adopt JSON and suggested that aligning the compliance date with Open Electricity would help reduce duplication for retailers.
- 3.24 Most submitters supported the inclusion of an optional field within the C formats allowing requestors to nominate a preferred format for responses. These submitters also said that submitting a preference should not invalidate a request nor oblige a retailer to provide an unsupported format if the retailer does not have capability for that format.
- 3.25 Some submitters, however, noted that it may be hard to identify when a trader is requesting a JSON-formatted response until after they have received the file, making the field not particularly useful for quickly identifying whether a C format is requesting a JSON or CSV format.

The Authority's response

- 3.26 We have decided that the default format for EIEP13C and EIEP14C will remain CSV. This means retailers should expect to receive requests for consumption and product information, and supply that information, in a CSV format as a matter of course.
- 3.27 JSON capability at present is uneven across both retailers and third-party service providers. Implementation of the updated suite of EIEP13s and EIEP14s will be simpler with one common format to be used by all parties.
- 3.28 Retailers and third parties can negotiate specific arrangements where JSON format is preferred. Such flexibility allows retailers and third parties to improve service delivery for consumers by matching their JSON capabilities.
- 3.29 We have decided not to include an optional field in EIEP13C and EIEP14C to indicate a preference for CSV or JSON. Given our decision regarding CSV being the default format (as outlined above), we consider this field would add additional complexity to the file(s) for little benefit at this time.

- 3.30 We will revisit the default file format in the future to reassess whether the default should become JSON. This will align with Open Electricity timeframes, once known, given this regime will likely require JSON capability.

Treating customer requests for information the same as an EIEP14C request

- 3.31 We proposed that retailers treat consumer requests for their plan information as if they were EIEP14C requests for EIEP14B files.

Feedback from submitters

- 3.32 Submitters generally supported providing consumers with the same underlying plan information whether requested directly or through an authorised third party. However, they also noted that technical CSV or JSON files would have limited value to most consumers without assistance from an experienced agent or comparison service.
- 3.33 It was suggested retailers should provide plan information to consumers who request it in a clear, consumer-friendly form through existing service channels, while offering EIEP14B files on request. Suggested elements of this consumer-facing information included: GST-inclusive rates; applicable discounts and free-usage periods; and consistent labels and units.
- 3.34 Submitters also sought clarity on how this requirement would interact with existing Code obligations and cautioned against disproportionate changes to retailer systems or customer-service channels.

The Authority's response

- 3.35 Consumers should have access to their own product information without needing a third party to request an EIEP14B file on their behalf. We agree with submitters that providing a consumer with an EIEP14B file on its own might not be useful to the general consumer, and that care should be taken when a consumer requests information from their retailer.
- 3.36 The Code requires that retailers respond to an information request using the prescribed EIEP formats for consumption data and a consumer's product information. However, retailers may also provide data in a more consumer-friendly manner in addition to the EIEPs, where that is deemed appropriate.
- 3.37 Where a consumer directly requests their consumption and/or product information from a retailer, we encourage retailers to provide this information both in the prescribed format as well as in a consumer-friendly manner for their benefit.

Inclusion of a consumer authorisation code

- 3.38 We proposed to introduce a system into the C formats where an optional consumer authorisation code⁸ could be used alongside a record of consent held by retailers as the mechanism to indicate customer consent. This process was suggested as an alternative to including an automatic electronic authorisation consent system within the EIEP14 suite.

Feedback from submitters

- 3.39 Most submitters agreed authorisation codes should remain optional. Genesis, Meridian, Mercury and Cortexo all highlighted practical difficulties associated with issuing, maintaining, and validating these codes. Cortexo strongly advocated to retain existing evidence-based

⁸ An optional unique character code that links the consumer's authorisation of the data to the data file if an authorisation code has been previously agreed with the retailer.

authorisation arrangements and expressed concern that mandatory retailer-specific codes could create barriers to entry for third-party service providers.

- 3.40 ERGANZ and 2degrees raised concerns about consumer authorisation codes as a system of tracking consent. ERGANZ said that the proposal would not adequately satisfy retailers' obligations to validate consent. 2degrees requested a clearer consent framework and a formal privacy impact assessment of the proposal.
- 3.41 Several retailers also queried whether the authorisation code alone would provide a sufficiently robust basis for the disclosure of consumer information. ERGANZ and Genesis raised concerns about how retailers should mitigate privacy risks in responding to requests, particularly requests from third parties, asking the Authority to provide direction in the procedures documents.

The Authority's response

- 3.42 We have decided to retain the consumer authorisation code as an optional field that retailers and third parties can use by agreement.
- 3.43 The intention of the consumer authorisation codes is to provide a standard, yet optional, mechanism by which consent can be recorded. This would increase the speed at which these files were transferred, increasing the usability and expanding the use-cases for these files.
- 3.44 Consultation feedback was clear that both retailers and third parties prefer existing methods for obtaining and validating consent – namely the existing written declaration of authority form provided at Schedule 11.6 of the Code. Some retailers demonstrated willingness to use the proposed consumer authorisation codes if they were useful for third parties but advocated that these should be voluntary.
- 3.45 We will not specify any method in guidance documentation about how the authorisation code will operate. Retailers and third parties can negotiate systems to record and indicate consent in line with their own practices and processes. Alternatively, this field may be left blank.
- 3.46 In using the authorisation code or any other method of demonstrating authorisation and consent, we emphasise that retailers and third-party agents remain responsible for their obligations to comply with the Privacy Act 2020.⁹

Duplication with Open Electricity

Feedback from submitters

- 3.47 Most submitters expressed concerns around the duplication between the EIEPs and the emerging Open Electricity regime. While data specified in the two regimes is broadly aligned, they raised concerns that maintaining two different exchange mechanisms will impose additional costs on retailers.
- 3.48 ERGANZ suggested the request formats would only be required for eight months until a better mechanism is implemented via Open Electricity (on the date that has been communicated to retailers).
- 3.49 2degrees questioned whether there is a need for two enduring regulated pathways for the exchange of similar data. Cortexo raised concerns about building capability to support two different regimes and asked whether Code requirements to share consumption and product

⁹ See also clauses 11.32E and 11.32EB of the Code.

data will remain applicable to retailers who are designated data holders under Open Electricity.

3.50 Several submitters requested a joint MBIE and Electricity Authority implementation roadmap for Open Electricity.

3.51 Submitters supported the Authority's decision not to require real time authentication or exchange, noting that this will reduce duplication with Open Electricity.

The Authority's response

3.52 It is likely Open Electricity will cover similar information to that specified in EIEP13A, 13B and to EIEP14A and 14B.

3.53 MBIE is progressing the development of draft regulations for Open Electricity. The Authority and MBIE are working closely to ensure work is aligned, minimises unnecessary duplication, and delivers benefits for consumers. In the meantime, the Authority sees value in progressing these protocols so that consumers can benefit from improved access to the consumption and plan data.

3.54 Updated obligations of retailers to provide consumption and product information come into effect on 30 October 2026, ensuring consumers can benefit from access consumption and plan data as soon as possible.

3.55 The Authority is committed to maintaining Code obligations that enable access to up to 24 months' worth of consumption and product data and will retain pathways that may not be included in Open Electricity, including:

- (a) direct requests for consumption or product data from consumers to retailers (ie. not through a third party accredited requestor)
- (b) requests for historical consumption data from a retailer that is not a consumer's current retailer (ie. following a switch)
- (c) requests for consumption data to retailers with fewer than 1,000 ICPs.

3.56 The Authority remains committed to working closely with MBIE to align the two regimes as much as possible. When Open Electricity has been implemented and we have been able to assess consumer benefits from this regime, we will review the EIEPs with a view to removing any unnecessary duplication.

Ease of implementation and timeframes

3.57 We sought stakeholders' views on implementing the C formats and whether there was any additional development effort beyond that already taken for EIEP13A, EIEP13B, EIEP14A and EIEP14B.

3.58 We asked retailers whether more development time is needed to be able to receive EIEP14C files – noting this may initially be a manual process – and whether the development of these processes was simple given the closely aligned design of EIEP14C to the existing EIEP13C.

3.59 We asked requestors how soon they could begin using the C formats in relation to the 30 October 2026 implementation date for the other EIEP13 and EIEP14 protocols.

Feedback from submitters

3.60 Submitters generally disagreed that implementation of the C formats would be straightforward. They noted that the requestors' ability to use the C formats would require development effort to make system and process changes, costs are hard to quantify, and that the amount of development work needed will vary between industry participants.

- 3.61 ERGANZ and retailers noted the impacts of implementing current regulatory change, including EIEPs13 and 14 and improvements to billing. They suggested a 1 April 2027 implementation for EIEP13C and 14C, also noting the holiday shutdown period. Cortexo also requested at least three months.

The Authority's response

- 3.62 We have decided that the updated version of EIEP13C and the new EIEP14C will be available for use from 1 April 2027. This will be reflected in the procedures documents.
- 3.63 This decision reflects feedback received both from retailers and data requestors that time is needed to develop and test systems to send and receive requests for information sent in the C format through the registry transfer hub. This implementation period will provide the necessary development time.
- 3.64 From 30 October 2026, retailers must respond to all valid requests for information in either EIEP13A, EIEP13B, EIEP14A or EIEP14B upon request, regardless of how the request is made. This ensures consumption and product information will be available to requestors in the regulated standardised formats from this date. However, with respect to EIEP14A, retailers and requestors are able to agree an alternative manner or format instead for providing generally available product information, pursuant to clause 11.32G.
- 3.65 Until 1 April 2027, for requests sent and received electronically through the registry transfer hub via the original EIEP13C, existing processes for receiving and responding to such requests will be sufficient as long as the response is in the updated or new EIEP. For EIEP13C, the current version (version 1.2) should be used until the updated version is available for use on 1 April 2027.
- 3.66 From 1 April 2027 requestors will be able to (and are encouraged to) make requests, using the updated version of EIEP13C and the new EIEP14C. The earlier EIEP13C will not be available for use from 1 April 2027.
- 3.67 The procedures document has been updated to reflect the implementation timing.

4 EIEP13C and EIEP14C meets our objectives

- 4.1 The objective of the proposed information exchange reforms has been to support the provision of quality consumer information in a consistent and accessible format. This purpose aligns with our statutory objectives.
- 4.2 The Authority considers the final protocols meet our objectives. In reaching this view, we have considered the consultation feedback against each of the assessment criteria:
- (a) **Effectiveness** – submitters generally supported the view that the protocols will improve access to product and consumption information and support comparison, switching and other consumer mobility services.
 - (b) **Efficiency and proportionality** – submitters raised concerns regarding potential future rework if the protocols are not sufficiently aligned with the developing Open Electricity, as well as the implementation costs and compliance burden on retailers. We have clarified the distinction between Open Electricity and the EIEPs and reiterated our preference to align standards where possible.
 - (c) **Feasibility and implementation risk** – several submitters highlighted the challenges associated with implementing these protocols alongside other regulatory initiatives and

system changes. We have noted these concerns, outlining our expectations on retailers to respond to requests and comfort with using existing manual processes where necessary.

- (d) **Data quality and reliability** – submitters identified opportunities to streamline the C formats, and improve consistency and matching with the 13A, 13B, and 14B protocols. The Authority has responded by making changes to the formats and addressing technical issues during consultation.
- (e) **Strategic and international alignment** – submitters emphasised the importance of alignment with the development of Open Electricity. We acknowledge these concerns and will continue to pursue opportunities for alignment while maintaining mechanisms that support access to information for all consumers.

- 4.3 We are satisfied that subsequent edits to the proposals align with the criteria above, and that the resulting decision meets our statutory objectives as assessed against these criteria.
- 4.4 The Authority considers the final protocols meet our objectives. They provide a mechanism for third parties to request consumption and product information from retailers through the registry transfer hub. This supports more accurate and timely data exchange and providing a platform for third-party services to develop better comparison and switching tools.

5 Next steps

- 5.1 Retailers will be preparing for the implementation of EIEP13A, EIEP13B, EIEP14A, and EIEP14B by 30 October 2026. From that date, retailers will be required to respond to requests for consumption information with an EIEP13A file and/or an EIEP13B file, and to product information requests with an EIEP14A or an EIEP14B file.
- 5.2 Retailers will also need to be prepared to respond to a C format request with the appropriate consumption or product data file from 1 April 2027. Requests and responses using the C formats will be made through the registry transfer hub, and retailers will be required to provide responses to those requests (within five working days).¹⁰
- 5.3 We will continue to participate in the development of Open Electricity. Once more detail is known about the regulations and data standards, we will consider whether any changes are necessary to the EIEPs to align them where possible. We signal that this is likely to include a transition to JSON in the future as the default format for EIEP files. Participants will be consulted on any further changes.

6 Attachments

- 6.1 The following appendices are attached to this paper:
 - **Appendix A** Final EIEP13C (as published)
 - **Appendix B** Final EIEP13C - marked up version showing changes following consultation feedback
 - **Appendix C** Final EIEP14C (as published)

¹⁰ This is outlined in the procedures documents, which retailers must comply with as per clause 11.32B of the Code.

Appendix A Final EIEP13C (as published)

Appendix B Final EIEP13C – marked up version showing changes following consultation feedback

Appendix C Final EIEP14C (as published)