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Electricity Industry Participation Code (Consumer Care Improvements) Amendment 2026

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

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Amendment

1 Title

This is the Electricity Industry Participation Code (Consumer Care Improvements) Amendment 2026.

2 Commencement

This amendment comes into force on 1 April 2027.

3 Code amended

This amendment amends the Electricity Industry Participation Code 2010.

Part 1
Amendments to Part 1 of the Electricity Industry Participation Code

4 Clause 1.1 amended (Interpretation)

In clause 1.1(1), definition of **business day**, after paragraph (a), insert:

(aa) for the purposes of Part 11A, any day of the week other than Saturday, Sunday, or a **national holiday**; and

Part 2
Amendments to Part 11A of the Electricity Industry Participation Code

5 Clause 11A.6 amended (Retention of records)

(1) In clause 11A.6(2), replace "A **retailer**" with "Subject to subclause (3), a **retailer**".

(2) After clause 11A.6(2), insert:

(3) A **retailer** is not required to retain a record under subclause (1) for more than 10 years from the date of the activity to which the record relates.

Schedule 11A.1 amended

6 Clause 32 of Schedule 11A.1 amended

In clause 32(1)(b)(iii)(A), replace "20 **business days**" with "21 **business days**".

7 Clause 35 of Schedule 11A.1 amended

In clause 35(3), replace "5 **business days**" with "6 **business days**".

8 Clause 36 of Schedule 11A.1 amended

In clause 36(1)(d), replace "after midday on the day before a non-**business day**, on a non-**business day**," with "after midday on the day before, or on the day of, a non-**business day** or a day observed as the anniversary day of the province in which the premises is located,".

9 Clause 38 of Schedule 11A.1 amended

In clause 38(1)(b), replace "after midday on the day before a non-**business day**, on a non-**business day**," with "after midday on the day before, or on the day of, a non-**business day** or a day observed as the anniversary day of the province in which the premises is located,".

10 Clause 44 of Schedule 11A.1 amended

In clause 44(a)(ii), replace "after midday on the day before a non-**business day**, on a non-**business day**," with "after midday on the day before, or on the day of, a non-**business day** or a day observed as the anniversary day of the province in which the premises is located,".

11 Clause 48 of Schedule 11A.1 amended

In clause 48(2), replace "21 **business days**" with "22 **business days**".

12 Clause 53 of Schedule 11A.1 amended

(1) In clause 53(2), replace "21 **business days**" with "22 **business days**".

(2) In clause 53(2)(b), replace "10 **business days**" with "11 **business days**".

13 Clause 55 of Schedule 11A.1 amended

In clause 55, replace "21 **business days**" with "22 **business days**".

14 Clause 63 of Schedule 11A.1 amended

In clause 63(1)(c), replace "21 **business days**" with "22 **business days**".

Made at Wellington on 25 November 2026

John Harbord

JOHN HARBORD
Chair
Electricity Authority

Certified in order for signature:

Nichola Lambie
Manager Legal – Legislation
Electricity Authority
12 November 2026

Olivia Lund
Partner
Duncan Cotterill
20 November 2026

Explanatory Note

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

This amendment to the Electricity Industry Participation Code 2010 (Code) comes into force on 1 April 2027.

The amendment amends Parts 1 and 11A of the Code to improve the operation of the Consumer Care Obligations, by:

a. removing the inconsistent treatment of Wellington Anniversary Day compared to other regional holidays in Part 11A of the Code, by amending the definition of 'business day' for the purposes of Part 11A to remove the reference to Wellington Anniversary Day; and
b. making the following consequential changes to Schedule 11A.1 – Consumer Care Obligations, to ensure that the amended definition of business day does not effectively reduce consumer protections:
    i. adding an additional day to the business day timeframes in clauses 32, 35, 48, 53, 55, and 63 of Schedule 11A.1; and
    ii. amending clauses 36, 38, and 44 of Schedule 11A.1 to include the relevant regional anniversary day as a further example of when it may be unreasonably difficult to seek rapid reconnection; and
c. reducing unnecessary record retention under Part 11A, by limiting the required timeframe for retaining records of activity regulated under Schedule 11A.1 to 10 years.

More information about the amendments is available on the Electricity Authority's website https://www.ea.govt.nz/

This is secondary legislation issued under the authority of the Legislation Act 2019.	
Title	Electricity Industry Participation Code (Consumer Care Improvements) Amendment 2026
Instrument ID	ELA 2026/28
Empowering provisions	Electricity Industry Act 2010, s 38
Date made	25/11/2026
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Administering agency	Electricity Authority