

## **Notice of the Electricity Industry Participation Code Amendment (Consumer Care Obligations) 2024**

1. Under section 38 of the Electricity Industry Act 2010 (“Act”), and having complied with section 39 of that Act, the Electricity Authority (“Authority”) gives notice of making the Electricity Industry Participation Code Amendment (Consumer Care Obligations) 2024 (“amendment”).
2. The amendment comes into force on **1 January 2025**.
3. The amendment introduces a new Part 11A: Consumer Care into the Code, which mandates many of the recommendations in the Authority’s existing Consumer Care Guidelines (with some changes to resolve clarity, workability and enforceability issues). It imposes a set of minimum standards on retailers (along with some requirements on distributors and traders) when dealing with residential consumers.
4. The amendment is secondary legislation for the purpose of the Legislation Act 2019 and is administered by the Authority.
5. A copy of the amendment and the Electricity Industry Participation Code 2010 (“Code”) is available on the Authority’s website at: <http://www.ea.govt.nz/code-and-compliance/the-code/>.
6. A copy of the amendment and the Code may also be inspected free of charge or purchased from the Authority, Level 7, Aon Centre, 1 Willis Street, Wellington.

Dated at Wellington this 2nd day of December 2024.

ANNA KOMINIK, Chair, Electricity Authority.