

Retail Market Monitoring Notice

The retail data notice is published on 17 March 2025 under clause 2.16 of the Electricity Industry Participation Code 2010 (Code). This revised version was published 1 August 2025. This notice applies from 1 January 2025.

Overview

Clause 2.16(1) of the Code enables the Electricity Authority Te Mana Hiko (Authority) to publish a notice specifying information that a participant must, on a regular basis or as a result of an identified event, provide to the Authority.

The provision of the required information to the Authority as specified in this notice will enable the Authority to carry out the functions referred to in [section 45\(a\)](#) of the Electricity Industry Act 2010 (the Act), including undertaking and monitoring the operation and effectiveness of market facilitation measures under section 16(1)(f) of the Act, monitoring compliance under section 16(1)(c) of the Act and undertaking industry and market monitoring and the carrying out the functions referred to in section 16(1)(g) of the Act.

To whom the notice applies

This notice applies to all retailers as defined in section 5 of the Act.

Exemption from parts of the notice for very small retailers

Very small retailers who have less than 1,000 domestic and small business customer installation control points (ICPs) (combined) on 1 January of any year will be exempt from the requirements in Tables 1 to 7 in that year. They are still required to provide answers to questions 1 to 8 of Table 8.

Flexibility and load control information

Table 7 only applies to retailers who have flexibility agreements with their customers and/or a flexibility provider.

When the information needs to be provided

The first data submission will be due no later than 31 August 2025, for data covering 1 January 2025 to 31 July 2025.

From then on, information is to be submitted monthly on an ongoing basis. Each month's data is due on the last day of the following month.

The Authority may extend the deadlines outlined above for a participant but only in exceptional circumstances. If you wish to seek an extension of time under this notice, please apply for one in writing no later than 5pm five working days before the deadline outlined above and include your reasons for seeking the extension.

The manner in which retailers must provide the information

Retailers who are required to comply with this notice must upload the required information to the Authority's SFTP facility.

Instructions on using the SFTP facility can be obtained by emailing the Data Products team at data.products@ea.govt.nz.

Protocol specifications are included in **Appendix A**.

Information that must be provided

The information that must be provided is set out in Tables 1 - 8 below.

Domestic and small business consumers

The request is generally applicable to **domestic** and **small business consumers** only.

Section 5 of the Act defines:

small business consumer as a consumer that is not a domestic consumer and—

- (a) that is in a class specified in regulations made under section 113A; or
- (b) if no such regulations have been made, that consumes less than 40 MWh of electricity per year.

domestic consumer is a person who purchases or uses electricity in respect of domestic premises.

Please include a business account if annual consumption will likely be below 40 MWh based on current consumption across all ICPs associated with the account. You should exclude customer accounts (and associated ICPs) that are neither domestic consumers nor small business consumers.

Questions 5 to 8 in Table 8 relate to **all** medically dependent consumers as defined in the Code and in T1.9 below.

Active ICPs only

Only include data from ICPs with an associated customer identifier that was active during the customers' payment cycle that falls within the requested month (ie exclude properties that are vacant for the entire month).

Half hourly consumption data only required from communicating meters

Table 5 half-hourly consumption data is only required for active ICPs with a communicating smart meter which are associated with domestic and small business consumer accounts.

Disconnection data only required for payment related disconnections

Table 6 disconnection data is only required for payment related disconnections.

GST exclusive

All prices provided under this notice should be exclusive of GST unless stated otherwise.

Confidentiality

Under clause 2.21 of the Code retailers can identify information that they consider confidential. The Authority will handle any confidential information in accordance with clause 2.22 of the Code. The Authority may, as part of undertaking its statutory function, wish to publish information derived from the information collected as part of this notice. In these situations, the Authority's information management policy and the Code will apply.

Table 1: Account data

Table 1 collects information at a customer account level, including bundling. There should be one row per customer identifier (or account) submitted each month. If any status has changed during the month, report as at the end of the month unless the definition clarifies otherwise.

Ref no.	Column name	Data type	Mandatory	Definition
T1.1	Customer identifier	Character	M	Identifier for an individual customer (or account holder).
T1.2	Business account	Boolean	M	Flag for whether this is a business account. Answer 'Y' if this is a business account, enter 'N' otherwise (i.e. a domestic account).
T1.3	Retailer name	Character	M	Name of retailer who serves this customer account. The name should match the name in the Electricity Authority Participant register.
T1.4	Brand name	Character	M	Name of the retailer brand that the customer account signed up to for electricity supply.
T1.5	Month ended	Date	M	Reporting month.
T1.6	ICP	Character		Installation Control Point number(s) associated with this account.
T1.7	Payment support plan	Boolean	M	A payment plan means there is an agreed plan between a retailer and a customer who is anticipating or experiencing payment difficulty, for payment in relation to the supply of electricity to that customer. Answer 'Y' if the account is on a payment plan, enter 'N' otherwise.
T1.8	Prepaid	Boolean	M	Prepaid means a product offering or contract where the customer pays the retailer for electricity before the electricity is consumed, and the customer is electrically disconnected if the customer's pre-paid credit expires or any approved arrears limit is reached Answer 'Y' if the account is on a prepaid agreement for electricity, enter 'N' otherwise.

Ref no.	Column name	Data type	Mandatory	Definition
T1.9	MDC	Boolean	M	<p>A medically dependent consumer (MDC) means a residential consumer who depends on mains electricity for critical medical support, such that loss of electricity supply may result in loss of life or serious harm, including a residential consumer who depends on medical or other electrical equipment to support a medical treatment regime (which may include use of a microwave to heat fluids for renal dialysis and similar use of electrical equipment).</p> <p>Answer 'N' if there are no MDC associated with this account and 'Y' if there is an MDC at this account (include unverified MDCs)</p>
T1.10	Mobile	Boolean	M	Whether the customer is paying for mobile services on this account. Y/N
T1.11	Internet	Boolean	M	Whether the customer is paying for internet services on this account. Y/N
T1.12	Gas	Boolean	M	Whether the customer is paying for natural gas services on this account. Y/N
T1.13	LPG	Boolean	M	Whether the customer is paying for bottled or reticulated LPG (Liquefied Petroleum Gas) services on this account. Y/N
T1.14	Other	Character		List any other service or utility that is not electricity, mobile, internet, gas, or LPG that the customer is paying for on this account. For example, 'landline and home phone'. Leave blank if you do not supply any additional services.
T1.15	Incentive	Boolean	M	<p>An incentive means a non-monetary benefit to a customer, and which is not reflected in the billing data in Table 3. Examples include free appliances and subscriptions.</p> <p>If the customer has received any non-monetary incentive(s) during this month, then this incentive field should be set as 'Y', and if no incentive has been received it should be set as 'N'.</p>

Table 2: ICP data

Table 2 is intended to capture data specific to an ICP. Both ICP and customer identifier are required fields. There should be one row per unique ICP and customer identifier combination

Ref no.	Column	Data format	Mandatory	Definition
T2.1	ICP	Character	M	Installation Control Point number.
T2.2	Customer identifier	Character	M	Identifier for an individual customer (or account holder).
T2.3	Retailer name	Character	M	Name of retailer who serves this customer account. The name should match the name in the Electricity Authority Participant register.
T2.4	Brand name	Character	M	Name of the retailer brand that the customer account signed up to for their electricity supply to this ICP.
T2.5	Month ended	Date	M	Reporting month.
T2.6	Product offering name	Character	M	Name of plan(s)/membership(s) applied to the ICP.
T2.7	Fixed Term	Boolean	M	A fixed term contract means there is an agreement between the customer and the retailer for the supply of electricity at this ICP for a fixed term, such as being subject to an early termination fee. Answer 'Y' if you currently have a fixed term contract with this ICP, and 'N' otherwise.
T2.8	Low user	Boolean	M	Used to distinguish whether the plan at this ICP is for a low or standard user (as defined by Electricity (Low Fixed Charge Tariff Option for Domestic Consumers) Regulations 2004). Answer 'Y' if is a low user and 'N' otherwise.

Ref no.	Column	Data format	Mandatory	Definition
T2.9	Currently available	Boolean	M	Are the tariff rates at the ICP generally available to new customers in the network pricing region who have the same metering configuration? Tariff rates are in T4.5 and T4.6. Answer 'Y' if so, otherwise answer 'N'.
T2.10	Demand Side Management	Character	M	Use one or more of the following letter categories to outline who has the contractual right to manage demand (such as load control) at this ICP: N – none known D – distributor R – retailer T – third-party If more than one category applies enter all relevant codes as a single string ie if both distributor and retailer have the contractual right to manage demand enter 'DR'. The order of the categories does not matter.

Table 3: Billing data

Table 3 collects information on billing. Report data in the month in which the last day of the payment cycle falls, when possible. For example, a bill corresponding to electricity consumption between 20 March to 19 April, should be included in April's data and should be submitted by the end of May. Any bills issued too late to be included in the submission should be included in the following submission. For example, if a bill for 31 March to 30 April is issued to the customer on 2 June, then include in the submission for May submitted by the end of June.

Each row should correspond to a single bill. If payment cycles are shorter than a month or more than one bill issued during the month for any reason, enter each relevant bill as a separate row.

Prepay customer data should correspond to the request month. For example, payments made between 1 April and 30 April and electricity consumption between 1 April and 30 April should be included in April's data and submitted by the end of May.

Ref no.	Column	Data format	Mandatory	Definition
T3.1	Customer identifier	Character	M	Identifier for an individual customer (or account holder).
T3.2	ICP	Character	M	Installation Control Point number(s). If this bill is for more than one ICP, enter each ICP (space delimited).
T3.3	Payment cycle start date	Date	M	Start date of payment cycle for the ICP.
T3.4	Payment cycle end date	Date	M	End date of payment cycle for the ICP.
T3.5	Total consumption	Numeric	M	Total consumption (kWh) of electricity associated with this bill.
T3.6	Total export	Numeric		Total exported (kWh) of electricity associated with this bill.
T3.7	Opening balance	Numeric	M	Balance at start of the payment cycle (or start of month for prepay customers). For example, if the customer owes \$100 total at start of the payment cycle set this field to '100'. If the customer does not owe any amount eg, if they paid their last bill on time, set this field to '0'. If the customer is in credit (eg, prepay or overpaid previous month) indicate this with a negative sign eg, if the customer has \$50 credit remaining on their account set this field to '-50'.
T3.8	Billed total	Numeric	M	Total amount billed that payment cycle after all credits, deductions and fees were applied.
T3.9	Electricity revenue	Numeric	M	Total amount billed to the account for electricity over the payment cycle before any credits, deductions and fees were applied. This should be equal to the customer's rates multiplied by the customer's consumption plus any fixed charges (such as a daily rate) for supply of electricity. Use discounted rates eg, if electricity is charged at \$0/kWh during off peak periods this is part

Ref no.	Column	Data format	Mandatory	Definition
				of the set of rates applied to an ICP.
T3.10	Other services revenue	Numeric		<p>Total amount billed to the account for any service other than electricity over the payment cycle before any credits, deductions and fees were applied.</p> <p>Leave blank if no other services were billed to this account.</p>
T3.11	Export revenue	Numeric		<p>Total payment from the retailer to the account for any energy exported.</p> <p>Leave blank if this account does not export energy to the grid.</p>
T3.12	Discounts	Numeric	M	<p>Total of any discounts applied to this account over the payment cycle, excluding prompt payment discounts.</p> <p>If no discounts applied for this payment cycle set to '0'.</p> <p>For avoidance of doubt a discount:</p> <ul style="list-style-type: none"> a) must be applied by the retailer, and b) will not include discounted rates eg, if electricity is charged at \$0/kWh during off peak periods this is not a discount but another rate as part of the set of rates applied to an ICP.
T3.13	Credit	Numeric	M	<p>Total of any credits applied to this account during the payment cycle.</p> <p>If no credit applied for this payment cycle set to '0'.</p> <p>Do not include any credit included in the opening balance, i.e credit applied in previous payment cycles or due to the customer being in credit.</p>
T3.14	Prompt payment discount	Numeric	M	<p>Lump sum of any prompt payment discount(s) applied to the account. Eg, if discounted</p>

Ref no.	Column	Data format	Mandatory	Definition
				\$10.00 answer '10', if not discounted answer '0'.
T3.15	Prompt payment discount previously applied	Integer	M	<p>Whether the prompt payment discount was applied to the previous bill following the last data submission ie, whether the customer benefited from the discount by paying by the due date.</p> <p>This has been set as an integer so for payment cycles less than a month the number of bills the discount was applied to can be input.</p> <p>Eg, if the discount was applied to the last monthly bill that was submitted in the previous months data request, answer 1, if it was not applied answer 0. If the discount was applied to two fortnightly bills that were submitted in the previous month's data request answer 2, if the discount was only applied to one bill answer 1 and if none answer 0.</p>
T3.16	Late payment penalty	Numeric	M	<p>A late payment penalty means a type of fee that is payable as a result of an amount due to the retailer not being paid by the due date.</p> <p>Enter the total value of late payment penalties charged to the account. Eg, if penalised \$10.00 answer '10'.</p>
T3.17	Disconnection fees	Numeric		<p>Disconnection fee means a type of fee that is payable as a result of disconnection. Enter the amount of any disconnection fee. If a disconnection fee was waived, enter 0. Leave blank if no disconnection fee charged.</p>
T3.18	Reconnection fees	Numeric		<p>Reconnection fee means a type of fee that is payable as a result of reconnection. Enter the amount of the reconnection fee. If reconnection fee waived, enter 0. Leave blank if there was no reconnection fee charged.</p>

Ref no.	Column	Data format	Mandatory	Definition
T3.19	Other fees	Numeric	M	<p>Total fees applied to the account over the payment cycle excluding late payment penalties, disconnection and reconnection fees.</p> <p>If no other fees charged for this payment cycle enter '0'.</p> <p>Fees mean any fees that a retailer charges a customer under a contract for the supply of electricity and/or provision of distribution services, other than for the electricity supplied or distribution services provided. These include charges and penalties.</p>
T3.20	Net import lines charges	Numeric	M	<p>Portion of total billed that is to cover the costs of connection to the distribution network in order to import electricity to the ICP(s) associated with this account.</p> <p>Import line charges should be net of any distributor discounts and dividend payments. The definition of discount is consistent with the definition of discount and customer rebate for EDBs given by the Commerce Commission.</p>
T3.21	Net export lines charges	Numeric	M	<p>Estimate of the portion of total billed that is to cover the costs of connection to the distribution network in order to export electricity from the ICP(s) associated with this account.</p> <p>Export line charges should be net of any distributor discounts and dividend payments. The definition of discount is consistent with the definition of discount and customer rebate for EDBs given by the Commerce Commission.</p>
T3.22	GST	Numeric	M	<p>Total GST charged by the retailer to the account over the payment cycle excluding customer's export GST.</p>

Ref no.	Column	Data format	Mandatory	Definition
T3.23	Export GST	Numeric		For cases where a customer receives export revenue and is registered for GST, enter the GST amount for export revenue over the payment cycle.

Table 4: Volume and tariff rates

Table 4 collects information at an ICP and customer level regarding a customer's tariff rates and electricity volumes.

Each row of this table will relate to a tariff rate, most likely a unit rate (\$/kWh) or a daily fixed charge (\$/day), though any other rate related to the supply of electricity may be included. If a discounted rate, such as a period of free consumption (\$0/kWh) please include as its own line.

Ref no.	Column	Data format	Mandatory	Definition
T4.1	ICP	Character	M	Installation Control Point number.
T4.2	Customer identifier	Character	M	Identifier for an individual customer (or account holder).
T4.3	Payment cycle start date	Date	M	Start date of payment cycle for the ICP.
T4.4	Payment cycle end date	Date	M	End date of payment cycle for the ICP.
T4.5	Rate name	Character	M	Internally used name for any rate charged. For example, 'night', 'daily', 'free hour', 'anytime24', 'hot water' or 'daily fixed charge'.
T4.6	Rate	Numeric	M	Rate is the unit price charged at the ICP as dollars per unit eg, if the rate is \$0.3412 per kWh answer '0.3412', if the rate is free answer '0'. If the rate is \$1.38 per day answer 1.38. Enter each rate applied to ICP in a separate row. For real time spot price rates, enter the volume weighted average of the rates.

Ref no.	Column	Data format	Mandatory	Definition
T4.7	Unit of Measurement	Character	M	Unit of measurement for the rate, if unit is \$/kWh answer 'kWh'. If daily fixed charge answer 'day' etc.
T4.8	Spot Price	Boolean	M	Whether this rate varies based on real time spot prices on the wholesale electricity market. Enter 'Y' if this rate varies based on spot price, 'N' if not.
T4.9	Load Control	Boolean	M	Is this rate related to the ability to control load or manage demand by the distributor, retailer or a third party. Enter 'Y' if this rate is a load control rate and 'N' otherwise.
T4.10	Time of Use	Boolean	M	Whether the rate a customer pays only applies based on time of use (either time of day or type of day (weekday/weekend)). Enter 'Y' if this rate is based on time of use and enter 'N' otherwise.
T4.11	Time of Day	Character		Range of hours within which any time of day rates would or could apply, written as 24-hour time e.g. '9:00-18:00'. If this time changes from day to day write the possible hours in which the tariff could apply e.g. '10:00-16:00 20:00-22:00' (Space delimited).
T4.12	Weekend	Boolean	M	If the rate applies to the weekend. Y/N
T4.13	Weekday	Boolean	M	If the rate applies to the weekday. Y/N
T4.14	Profile code	Character	M	The profile code is the same as the profile code as defined by the Reconciliation Manager eg, 'HHR,' 'RPS', 'UML', etc.
T4.15	Flow direction	Character	M	Please enter either I or X for which way the electricity is flowing from the ICP.

Ref no.	Column	Data format	Mandatory	Definition
				Either X for Consumption or I for Injection.
T4.16	Actual	Boolean	M	Used to differentiate whether the consumption/injection is from a meter read or estimated. Answer 'N' if estimate, 'Y' if meter read.
T4.17	Energy	Numeric		Total consumption/injection (kWh) for the payment cycle period for this rate. If this rate does not apply to consumption e.g. it is a daily rate for no specific kWh of consumption leave this field blank. However, do enter kWh consumed for periods with a free rate (Free hour of power, free day of power, free weekend etc.).
T4.18	Unit total	Numeric		Value for any unit of measurement excluding energy (kWh), such as number of days the fixed daily rate should be applied to.

Table 5 Half hourly metering data

Table 5 collects half hourly metering data by ICP. Only data from active ICPs with a communicating smart meter and which are associated with domestic and small business consumer accounts are required.

Ref no.	Column	Data format	Mandatory	Definition
T5.1	ICP	Character	M	Installation Control Point number
T5.2	Metering date	Date	M	Date of consumption for the ICP.
T5.3	Flow direction	Character	M	Please enter either I or X for which way the electricity is flowing from the ICP. Either X for Consumption or I for Injection.

Ref no.	Column	Data format	Mandatory	Definition
T5.4	Periods 1-50	Int	M	Columns labelled 1 to 50 for half hourly metering (kWh).

Table 6 Disconnection data

Table 6 collects information about disconnections for non-payment. This table only applies to current customers who were or are disconnected from electricity due to non-payment or, in the case of prepay, disconnected due to insufficient credit.

If the initial reason for a disconnection was non-payment it must be entered even if the ICP is later classified as vacant and is not reconnected.

Ref no.	Column	Data format	Mandatory	Definition
T6.1	ICP	Character	M	Installation Control Point number.
T6.2	Customer identifier	Character	M	Identifier for an individual customer (or account holder).
T6.3	Manual disconnection	Boolean	M	If the disconnection was done manually ie, requiring a site visit, Y/N
T6.4	Manual reconnection	Boolean		If the reconnection was done manually ie, requiring a site visit, Y/N.
T6.5	Disconnection date	Date	M	Date of any disconnection that occurred during the payment cycle.
T6.6	Disconnection time	Time		Time of above disconnection. If there is no time component recorded by the retailer leave blank.
T6.7	Reconnection date	Date		Date of any reconnection that occurred during the payment cycle. Leave blank if there was no reconnection.
T6.8	Reconnection time	Time		Time of any reconnection that occurred during the payment cycle. Leave blank if time component was not recorded by the retailer or there was no reconnection.

Table 7: Flexibility services

Table 7 collects aggregated information about flexibility agreements a retailer has in place with both customers (direct agreements) and other flexibility providers (indirect agreements).

A **flexibility agreement** is an agreement to provide flexibility services to a retailer. A flexibility service is one where the provider makes (or allows) temporary changes to the way the provider or their customers consume, generate, or store electricity when requested by the retailer (including load control).

Ref no.	Column	Data format	Mandatory	Definition
T7.1	Retailer name	Character	M	Name of retailer who is associated with the flexibility agreements. The name should match the name in the Electricity Authority Participant register.
T7.2	Brand name	Character		Retail brand which is associated with the flexibility agreements. Leave blank if not relevant.
T7.3	Type	Character	M	Please enter a row with 'Total' and then a row for each type of load control applicable eg, EV, hot water, export (including solar), non-EV batteries, industrial load, other.
T7.4	Month ended	Date	M	Reporting month.
T7.5	Direct agreements	Integer	M	Number of flexibility agreements directly with customer account.
T7.6	Indirect Agreements	Integer	M	Number of flexibility agreements with flexibility providers other than customer account (eg aggregator).
T7.7	ICP	Integer	M	Number of ICPs covered by both direct and indirect agreements.
T7.8	Amount paid	Numeric	M	Amount paid to flexibility providers for flexibility services (include value of discounts to customers).

T7.9	Purpose	Character	M	The intended purposes for contracting flexibility services. Please enter all letters that apply: C - Avoid congestion R - Add reserve A - Avoid switches (competition) M - Manage outages E - Avoid high wholesale energy prices D - avoid distribution peak prices.
T7.10	Total capacity	Numeric	M	Total capacity of flexibility agreement.
T7.11	Capacity unit	Character	M	The unit of measurement used to express total capacity (i.e. kW or kWh).
T7.12	Actual amount	Numeric	M	Actual amount used.
T7.13	Amount unit	Character	M	The unit of measurement used to express actual amount used (i.e. kW or kWh).

Table 8: Retailer consumer care data

Table 8 collects aggregated information regarding debt and arrears, customer complaints, proactive support for customers in payment difficulty, and refusal of service for domestic and small business consumers, bonds, and medically dependent consumers (MDCs).

Answers should contain data that falls within the first and last day of the data request month.

A **bond** is an upfront payment of a lump sum to provide security to retailers. In the case of non-payment by a customer, a retailer may use that customer's bond to recover debt.

A **complaint** is an issue raised by a customer that has proceeded to an internal dispute resolution process with the contracting retailer.

Questions 5 to 8 should include **all** medically dependent consumers, as defined in the Code and at T1.9. Guidance on this term is published in the Authority's Retailer Guidance.¹

¹ [Consumer Care Obligations – Retailer Guidance](#)

Questions 1 to 8 can be submitted using the below table format.

Ref no.	Column	Data format	Mandatory	Definition
T8.1	Retailer name	Character	M	Name of retailer. The name should match the name in the Electricity Authority Participant register.
T8.2	Brand name	Character		Name of the retail brand, leave blank if not relevant.
T8.3	Month ended	Date	M	Reporting month.
T8.4	Question Number	Character	M	Question being answered (e.g. 2c)
T8.5	Response	Numeric	M	Numerical value which answers the question

Question 1: Debt and Arrears

- (a) What is the dollar value of all arrears written off?
- (b) What is the dollar value of all debt passed to a debt collection agency for retrieval?
- (c) Do the arrears written off include debt passed to a debt collection agency?
Enter 1 for yes or 0 for no.

Question 2: Credit checks

- (a) What is the number of domestic consumers refused electricity supply because of failed credit checks or concerns about creditworthiness?
- (b) What is the number of small businesses consumers refused electricity supply because of failed credit checks or concerns about creditworthiness?

Question 3: Bonds

- (a) How many domestic customers were charged a bond?
- (b) What was the average dollar value of the bonds charged to domestic customers?
- (c) How many small business customers were charged a bond?
- (d) What was the average dollar value of the bonds charged to small business customers?

Question 4: Complaints

- (a) What was the total number of complaints received?
- (b) Total number of complaints received that relate to a declined application for confirmation or reconfirmation of medically dependent consumer status.

- (c) Total number of complaints that relate to electrical disconnections?
- (d) Of the complaints for electrical disconnection, how many relate to ICPs where a medically dependent consumers resides?
- (e) Total number of complaints received that relate to disputed charges relating to electricity supply?
- (f) Of the complaints related to disputed charges, how many relate to ICPs where a medically dependent consumers resides?

Question 5: Medically dependent consumers

- (a) What is the total number of medically dependent consumers recorded with the retailer?

Question 6: Medically dependent consumer applications

In relation to medically dependent customer applications, what was the number of:

- (a) applications for medically dependent consumer status requested by the retailer,
- (b) applications (in any form) for medically dependent consumer status received by the retailer,
- (c) applications declined because a notice completed by a health practitioner with an appropriate scope of practice verifying that a person is a medically dependent consumer has been requested, but no valid notice has been received,
- (d) applications declined because applicant did not respond to queries from the retailer,
- (e) applications declined because applicant does not permanently or temporarily reside at a customer's premises.

Question 7: Medically dependent consumer status reviews

In relation to medically dependent consumer status reviews, what was the number of:

- (a) medically dependent consumers recorded with the retailer who have had their medically dependent consumer status reviewed,
- (b) medically dependent consumers who have had their status reviewed and are no longer treated as a medically dependent consumer as a result.

Question 8: Medically dependent consumer disconnections

In relation to medically dependent consumer disconnections, what was the number of:

- (a) medically dependent consumers disconnected by the retailer for non-payment,
- (b) medically dependent consumers disconnected by the retailer for any reason, other than non-payment,

- (c) reconnections effected by the retailer because it has been notified that its disconnection has resulted in a person who is, or may be, a medically dependent consumer being without electricity.

Appendix A Protocol Specifications

Data types should conform to the formats below.

Data type	Description	Example(s)
Integer Integer(n)	An integer number. No commas, spaces, or decimal point. Negatives should have a leading “-“. Null entries should be left empty. An optional maximum number of digits (n) may be specified.	123 0 -123
Numeric Numeric(n,d)	A rational number, As above with an optional decimal place. A maximum length, left (n-d) and right (d) of the decimal point may be specified. For integers, the decimal point is optional. A decimal point on its own must not be used to represent zero. (use “0”) Trailing zeroes are optional.	123.45 0 0.12 -123.456
Char(n)	ASCII/UTF-8, printable character values. Values preferably will not contain commas, or line breaks and <i>must</i> be quoted if they do. Fields must not contain leading or trailing spaces. An optional maximum (n) number of characters may be specified.	The quick brown fox “The quick, brown fox”
Date	ISO8601 format date. Leading zeros, optional dash separators. YYYY-MM-DD or YYYYMMDD	2025-01-31 20250131
Time	ISO8601 format time. 24 hours, leading zeros, optional colon separator. Optional minutes, seconds, and sub-second (decimal separator) values. HH[:MM][:SS][.SSS] Clock time should be used. If it is necessary to distinguish between NZST and NZDT an additional field will be used, and/or records should be placed in sequential order.	14:56:78.123 145678.123 01:02:03.045 010203.045 14:25 1425 14

File names should conform to the format below, listing the file type, the month for which the data has been extracted, and the date and time that it was extracted. The latest file for a type and month will take precedence. There are to be no partial replacements.

Example: A retailer submits table 6 for August 2025 which was created on 17 Sept 2025 at 14:31.51. The file will be called:

RDRDISCD _202508_20250917_143151

Large datasets can be split into two or more files, with the name of each file appended with a sequential letter (eg _A, _B, _C and so on).

Example: A retailer submits table 5 for August 2025 which was created on 18 Sept 2025 at 13:58.02. The file is split into two smaller files and will be called:

RDRHHRM _202508_20250918_143151_A.csv

and RDRHHRM _202508_20250918_143151_B.csv

Table	Description	File name
1	Account data	RDRACCT _YYYYMM_YYYYMMDD_HHMMSS.csv
2	ICP data	RDRICPD _YYYYMM_YYYYMMDD_HHMMSS.csv
3	Billing data	RDRBILL _YYYYMM_YYYYMMDD_HHMMSS.csv
4	Volume and tariff rate data	RDRVATR _YYYYMM_YYYYMMDD_HHMMSS.csv
5	Half hourly metering data	RDRHHRM _YYYYMM_YYYYMMDD_HHMMSS.csv
6	Disconnection data	RDRDISCD _YYYYMM_YYYYMMDD_HHMMSS.csv
7	Load control and flexibility services	RDRLCFLX _YYYYMM_YYYYMMDD_HHMMSS.csv
8	Retailer level information	RDRRLAG _YYYYMM_YYYYMMDD_HHMMSS.csv