

FN-25-16 Fortnightly report 15 August 2025

This report summarises items that may be of interest to the Minister for Energy but do not require a formal briefing. Further information can be provided on request. Substantive items and decision papers will be provided by briefing.

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1. Upcoming publications

Connection pricing (fast-track): publishing implementation guidance	
Strategic outcome	Efficient
Purpose	<p>The Authority is publishing implementation guidance for the four new connection pricing requirements for distributors that were announced on 18 July.</p> <p>To ensure the new requirements are well-embedded and applied as intended, the guidance contains:</p> <ul style="list-style-type: none">• examples illustrating how the new requirements apply to different scenarios• a demonstration of how to derive capacity costing rates• a reconciliation worksheet. <p>The guidance will reduce implementation costs for distributors and promote a consistent implementation approach across distributors. This will make it easier and more efficient for businesses, developers and other consumers to access the electricity network, so communities and the economy can benefit.</p>
Action and timing	Publication: 15 August 2025

2. Consultation: upcoming and underway

Code amendment to implement Network Connections decisions	
Strategic outcome	Affordable
Purpose	<p>The Authority will consult on Code drafting to implement the stage 1 network connections decisions that were released on 18 July.</p> <p>The decisions were for Code amendments that will make connecting easier, faster, equitable and consistent.</p>
Action and timing	Statutory consultation: 4 weeks (29 August to 26 September 2025)

Current and future consultations previously outlined in FN-25-15, 14 and 13:

Current consultation	Consultation period
Future system operation	24 June - 19 August 2025
Energy Competition Task Force initiative: Establishing an Emergency Reserve Scheme (2D)	31 July - 28 August 2025
Amendments to Transmission Pricing Methodology	1-29 August 2025

Review of Code amendment to the System Operator's information gathering powers	8 August - 5 September 2025
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Future consultation	Consultation period
Energy Competition Task Force initiative: Super-peak standardised flexibility product (1B)	19 August - 30 September 2025
Distribution network information visibility	Mid-August - end September 2025

3. Upcoming Code amendments

3.1. There are no Code amendments that require tabling.

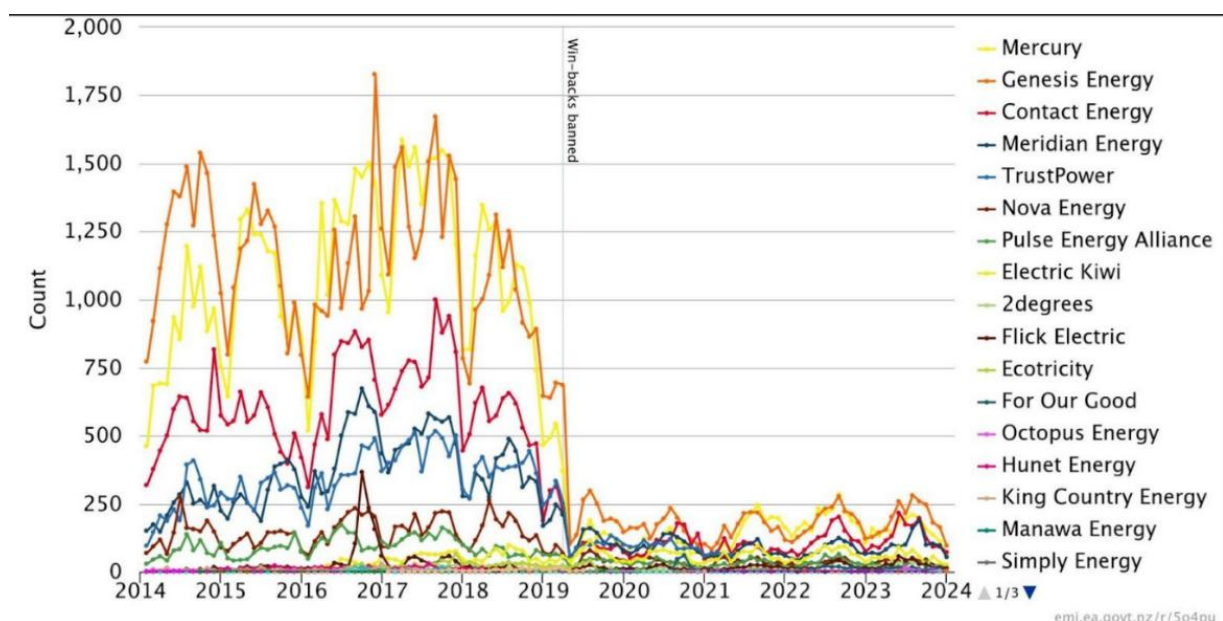
4. Deep dive: Saves and win-backs ban reduces unfair customer retention practices risk

Key outtakes:

- 4.1. The saves and win-backs ban prevents retailers from using unfair practices to stop customers from switching to another retailer before customers have had a chance to try the new services.
- 4.2. The ban incentivises retailers to offer better prices and products to customers upfront, rather than waiting until they leave to offer a better deal.
- 4.3. Consumers can still contact their previous retailers after switching, seeking a better deal.

Details:

- 4.4. In 2020, the Authority banned retailer-initiated 'saves' and 'win-backs'— practices that can undermine consumer choice and competition. This ban was a key recommendation by the Electricity Price Review.
- 4.5. A **'save'** is when a retailer retains a customer after they have started switching to another provider, eg, by offering a discounted price to stay with the retailer.
- 4.6. A **'win-back'** is when a retailer lures back a former customer shortly after they have switched, eg, contacting a customer who recently switched and offering a bundle deal to return.
- 4.7. The Authority recently completed a post-implementation review (PIR) of the ban to assess its effectiveness. PIRs enable the Authority to learn lessons from specific interventions and generally improve regulation making. The PIR found:
 - Saves and win-backs have significantly declined since the ban (see below graph), reducing unfair retention practices.
 - Retailers are giving customers a fairer opportunity to explore other providers.
 - The ban did not prevent win-backs where the customer initiated the contact (which is why the graph does not go to zero).
 - The ban has clearly improved fairness in the switching process.
- 4.8. While the PIR did not recommend any further changes, we will continue to publish and monitor potential saves and win-back rates.



5. Energy Competition Task Force work programme update

Initiative	Current stage	Next published milestone	Next update	Status
Power Purchase Agreements (1A)	Update paper published 28 May	Now part of level playing field (LPF) work	N/A	Complete ✓
Standardised flexibility product (1B)	First phase completed – standardised super-peak hedge product launched January 2025	Publish options paper on regulating super-peak standardised flexibility product for consultation in August, as part of wider LPF package (19 August)	12 August – issues and options paper	On track
Virtual disaggregation (1C)	Outline published for feedback	Now part of LPF work	N/A	Complete ✓
Level playing field measures (1D)	Outline of measures and proposal for non-discrimination obligations published (submissions closed 7 May) Currently undertaking further targeted analysis and Board-level engagement in response to submitter feedback	Announce Authority plans to mandate non-discrimination obligations for the gentailers (19 August). Consultation to follow in October on the Code changes needed to deliver this (as required by statutory process), enabling changes to be in place early next year	20 August - in person meeting, briefing sent 12 August	On track
Initiatives promoting consumer choice (2A-C)	Code change decisions published 16 July to require distributor rebates for grid injection and time-varying retail pricing for consumption and supply	Now in implementation phase, with distribution rebates required to be in place by 1 April 2026, and time-varying retail pricing plans by 1 July 2026	N/A – Code changes published 16 July	Complete ✓
Short-term flexibility revenue (2D)	Issues and options (roadmap) paper published 28 May, consultation closes 3 July Emergency reserve scheme (ERS) options paper published 31 July, consultation closes 28 August	Board decision on Code consultation to introduce ERS mid-October: <ul style="list-style-type: none"> Rewards additional industrial demand response; aim to have this in place for winter 2026 	October – decision on ERS Code consultation	On track

6. Quarter 1 2025/26 key deliverables

	Key deliverable	Category	Status
July	Proposed changes to help ensure the System Operator has access to the information it needs to operate the power system – improving security of supply	Statutory consultation (1 July)	Delivered ✓
	Options to improve access to data that will improve competition and support the development of new products and services – improving consumer choice and affordability	Statutory consultation (1 July)	Delivered ✓
	Task Force announcements to better reward customers and reduce costs: <ul style="list-style-type: none"> distributors to pay a rebate to consumers when they supply at peak times retailers to offer more time-of-use pricing retailers to better reward consumers for supplying power 	Decision (16 July release)	Delivered ✓
	Improvements to network connection pricing and processes that will help new housing developments, electrify energy use, and grow the economy	Decision (18 July release)	Delivered ✓
August	Task Force in principle decision to introduce non-discrimination obligations that would help independent retailers and generators better compete – supporting innovation and lower prices (subject to Board decision)	In principle decision (release due 19 August)	On track
	Task Force consultation on options to support lower cost super-peak hedges on the wholesale market – lowering overall costs and improving affordability	Statutory consultation (release due 19 August)	On track
Sep	Applications open for the Power Innovation Pathway, where innovators receive advice and support to bring new products and services to market	Industry support	On track