

## Draft of proposed Code amendment: Proposal C3 of Improving electricity billing

In accordance with section 39 of the Electricity Industry Act 2010, and further to our consultation paper *Improving electricity billing in New Zealand*, we are publicising a draft of the proposed amendment in relation to proposal C3.

This proposed amendment was consulted on (see paragraphs 3.84 to 3.93 and question 19 of the consultation paper and regulatory statement) from 8 October to 12 November 2025; however, the wording of the proposed Code amendment in relation to proposal C3 was not included in the proposed Code amendments included in Appendix A of that consultation paper.

The proposed amendments to the Code in relation to Proposal C3 of the consultation paper *Improving electricity billing* are displayed as follows:

- (a) text or formatting is shown red underlined where the Code amendment proposes adding to the Code
- (b) text or formatting is shown ~~red strikethrough~~ where the Code amendment proposes deleting from the Code

### Part 11A Consumer Care

...

#### Schedule 11A.1 Consumer Care Obligations

...

#### Part 2 Consumer Care Policy and related matters

...

##### 17A Retailers to provide further information in certain circumstances

- (1) If a **customer** requests information or advice from the **retailer** on reducing the **customer's electricity** expenditure or **electricity** consumption or on any other matter reasonably relating to the **customer's invoice** or **pricing plan**, the **retailer** must—
  - (a) advise the **customer** of the **retailer's** available **product offerings**, and related **pricing plans** and **payment options** that are relevant to the **customer's** current household circumstances; and
  - (b) use reasonable endeavours to assist the **customer** in understanding the most suitable option for the **customer's** current household circumstances, including any conditions the **customer** must meet in order to obtain the greatest benefit from a **product offering** and the drawbacks of any particular option including any **fees** the **customer** may incur; and
  - (c) provide information about 1 or more **electricity plan comparison platforms**.
- (2) A **retailer's** advice to a **customer** in accordance with clause 17A(1)(a) does not affect the **retailer's** obligation to provide a better plan message in accordance with clause 8 of Schedule 11A.2.