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Electricity Industry Participation Code (Improving Electricity Billing) 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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Schedule 1

New Schedule 11A.2 inserted

Amendment

1 Title

This is the Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026.

2 Commencement

This amendment comes into force on 30 October 2026.

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), insert in their appropriate alphabetical order:

domestic consumer has the meaning given to it by section 5 of the Act

small business consumer has the meaning given to it by section 5 of the Act

Part 2

Amendments to Part 11 of the Electricity Industry Participation Code

5 Clause 11.1 amended (Contents of this Part)

In clause 11.1—

(a) in paragraph (h), replace “.” with “; and”; and

(b) after paragraph (h), insert:

(i) imposes restrictions on a **retailer’s** recovery of undercharged amounts from a **domestic consumer** or a **small business consumer**.

6 New cross heading and new clauses 11.32H to 11.32I inserted

After clause 11.32G, insert:

Recovering undercharged amounts

11.32H Cap on recovery of undercharged amounts

- (1) A **retailer** must not charge a **domestic consumer** or a **small business consumer** (“the customer”) for costs it incurred relating to the customer’s **electricity** consumption (“undercharged amount”) more than 6 months before the date of the invoice unless subclause (3) applies.
- (2) A **retailer** that proposes to charge the customer an undercharged amount within 6 months of the date of the invoice must—
 - (a) make reasonable endeavours to contact the customer before sending the invoice to the customer to advise of the undercharged amount, offer a payment plan, and explain how the customer may make a complaint about the matter if the customer wishes; and
 - (b) state the undercharged amount to be recovered in the customer’s invoice in accordance with clause 5(1)(g) of Schedule 11A.2; and
 - (c) state the time period in which the customer must pay the undercharged amount being either—
 - (i) a minimum of the period during which the undercharging occurred, if the undercharging occurred over a period of less than 6 months; or
 - (ii) at least 6 months, in any other case; and
 - (d) state that the customer may pay the undercharged amount in instalments by contacting the **retailer** and arranging payment in instalments; and
 - (e) not charge the customer interest on the undercharged amount.
- (3) Subclause (1) does not apply if the **retailer** holds a reasonable belief that the undercharged amount is due to—
 - (a) the **retailer** being unable to obtain a **meter reading** due to—
 - (i) fault on the part of the customer; or
 - (ii) vandalism; or
 - (iii) an issue with the **metering installation** and the customer has for at least 4 months failed to respond to at least 3 requests from the **retailer** or the **retailer’s** agent for access to a **metering installation** at the customer’s premises for the purpose of obtaining a **meter reading** or carrying out a **metering installation** repair, replacement or certification; or
 - (b) the customer obtaining **electricity** by means of or involving deception.

11.32I Retailer must take measures to reduce likelihood of undercharging

- (1) A **retailer** must take proactive measures to reduce the likelihood of an undercharged amount occurring, to which clause 11.32H(1) may apply, including but not limited to the following:
 - (a) making reasonable endeavours to contact the customer if the **retailer** has not been able to obtain a **meter reading** for more than 4 months;
 - (b) informing the customer of the consequences of repeated estimated **meter readings**:

- (c) informing the customer that the customer may provide the **retailer** with a **meter reading** and how the customer may do so;
 - (d) making reasonable endeavours to resolve any technical or access issues with the customer that may prevent the **retailer** from obtaining a **meter reading**.
- (2) A **retailer** must inform every customer that does not have a **smart meter** at one or more of the customer’s premises to which the **retailer** supplies **electricity** of the requirement in clause 11.32H(1), the date from which the **retailer** is subject to that obligation, and the premises to which this information relates.

Part 3

Amendments to Part 11A of the Electricity Industry Participation Code

7 Clause 11A.1 amended (Purpose of this Part)

In clause 11A.1—

- (a) in the chapeau, replace “.” with “—”; and
- (b) in paragraph (a), replace “;” with “; and”; and
- (d) in paragraph (d), replace “.” with “; and”; and
- (e) after paragraph (d), insert:
 - (e) provide billing information that enables customers to easily—
 - (i) understand the amount or amounts owed, the due date or dates for payment, and available payment options; and
 - (ii) understand how the amount or amounts owed have been calculated; and
 - (iii) compare their plan with other available plans to find the best plan for their needs.

8 Clause 11A.2 amended (Interpretation)

- (1) In clause 11A.2, insert in their appropriate alphabetical order:

better plan check means an assessment by a **retailer** under clause 7 of Schedule 11A.2

Billing Standards means the requirements set out in Schedule 11A.2

plan catalogue means the information that a **retailer** must **publish** under clause 11A.17

- (2) In clause 11A.2, definition of **category A retailer**, replace “small business consumer” with “**small business consumer**”.
- (3) In clause 11A.2, definition of **invoice**, delete “post-pay”.

9 Cross heading above clause 11A.3 amended

In the cross heading above clause 11A.3, insert “*and Billing Standards*” after “*Obligations*”.

10 New clause 11A.3A inserted (Participants subject to Billing Standards)

After clause 11A.3, insert:

11A.3A Participants subject to Billing Standards

- (1) Every **retailer** who sells **electricity** to a customer must ensure that each invoice issued to a customer complies with the Billing Standards.
- (2) A **retailer** who uses a third party or agent acting on its behalf to issue an invoice to a customer must ensure the third party or agent complies with the Billing Standards.

11 Clause 11A.4 amended (Retailer must report compliance with Consumer Care Obligations)

- (1) In the heading to clause 11A.4, insert “and Billing Standards” after “Obligations”.
- (2) After clause 11A.4(2)(b), insert:
 - (ba) a statement as to whether or not the **retailer** complied with all requirements in the Billing Standards during that year;

12 Clause 11A.12 amended (Category B retailers must offer time-varying pricing plans)

In clause 11A.12(1), replace “small business consumer” with “**small business consumer**”.

13 New clauses 11A.16 to 11A.18 inserted

After clause 11A.15, insert:

11A.16 Retailer obligation when a customer signs up to a time-varying pricing plan

Three months after a customer agrees to a **time-varying pricing plan**, the **retailer** must provide information to the customer on how to maximise financial savings from that **time-varying pricing plan**.

11A.17 Retailer to publish plan catalogue

- (1) Each retailer must **publish** and keep updated a plan catalogue containing the following information:
 - (a) the name of every **generally available retail tariff plan**;
 - (b) the **product identification code** for every plan referred to in paragraph (a);
 - (c) the structure of, and prices available under, every plan referred to in paragraph (a) including GST, if any;
 - (d) a high-level summary of how the plan is tailored for different customers.
- (2) The **retailer** must not charge any person a fee to access the plan catalogue.

11A.18 Retailer must not charge customer a fee to change pricing plan or product offering

- (1) A **retailer** must not charge any customer a fee to change from one of the **retailer’s** pricing plans or product offerings to a different pricing plan or product offering from the same **retailer**.
- (2) For the purposes of this clause, “the same **retailer**” includes—

- (a) any subsidiary, as defined in section 5 of the Companies Act 1993, of the **retailer**;
or
 - (b) if one or both of the **retailer** and another entity are not a company as defined in the Companies Act 1993, any such other entity that is in a similar relationship to the **retailer** as a subsidiary, as if both the **retailer** and the other entity were companies.
- (3) For the avoidance of doubt and without limitation, subclause (1) includes any situation where the other pricing plan or product offering is offered by the **retailer** under a different brand or other business of the retailer than the brand or business under which the **retailer** provides the pricing plan or product offering that the customer is changing from.
- (4) Despite subclause (1), a **retailer** may charge a fee to a customer to recover the reasonable amount—
- (a) attributable to the cost of any goods or services provided to the customer free of charge, or at a discounted rate for a limited period, when the customer signed up to that pricing plan; and
 - (b) that the **retailer** has not been able to recover during the period for which the customer paid for **electricity** under that pricing plan.

14 Clause 16 of Schedule 11A.1 amended

- (1) In clause 16(b) of Schedule 11A.1, replace “; and” with “;”.
- (2) In clause 16(c) of Schedule 11A.1, replace “.” with “;”.
- (3) After clause 16(c) of Schedule 11A.1, insert:
 - (d) advise the **customer** of the existence of the **retailer’s plan catalogue**; and
 - (e) provide the **customer** with a better plan message in accordance with clause 8 of Schedule 11A.2.

15 Clause 17 of Schedule 11A.1 amended

After clause 17(2) of Schedule 11A.1, insert:

- (3) A **retailer’s** advice to a **customer** in accordance with clause 17(1)(a) does not affect the **retailer’s** obligation to provide a better plan message in accordance with clause 8 of Schedule 11A.2.

16 New clause 17A of Schedule 11A.1 inserted

After clause 17 of Schedule 11A.1, insert:

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;
 - (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 person may incur:

- (c) provide information about one 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.

17 Clause 19 of Schedule 11A.1 revoked

Revoke clause 19 of Schedule 11A.1.

18 New clause 23A of Schedule 11A.1 inserted

After clause 23 of Schedule 11A.1, insert:

23A Better plan message obligation unaffected

The provision of any advice under clause 23(f) to a **customer** does not affect the **retailer's** obligation to provide a better plan message to the **customer** in accordance with clause 8 of Schedule 11A.2.

19 Clause 68 of Schedule 11A.1 amended

In clause 68(2)(b) of Schedule 11A.1, insert “unless clause 11.32H applies” after “recovery”.

20 New Schedule 11A.2 inserted

Insert new Schedule 11A.2 set out in Schedule 1 of this amendment.

Schedule 1 New Schedule 11A.2 inserted

Schedule 11A.2 Billing Standards

cl. 11A.3A

1 Interpretation

In the **Billing Standards**, words and phrases appear in bold to alert the reader to the fact that they are defined in clause 1.1 or clause 11A.2.

Part 1 General Principles

2 Plain language requirements

An **invoice** must use clear and accessible language.

3 Customer comprehension

The information in an **invoice** must be presented in a way that is easy to understand.

4 Prominence of mandatory information

An **invoice** must present the mandatory information listed in clause 5 in a prominent manner that is clearly visible and easy to locate.

Part 2
Mandatory information on invoices

5 Mandatory information

(1) A **retailer** must include the following information in an **invoice**:

- (a) the **customer's** account number;
- (b) the **customer's ICP identifier** clearly labelled "**ICP**" followed by the **customer's ICP identifier**;
- (c) the **retailer's** identifying information including, but not limited to, the **retailer's** trading name and/or brand name, and a link to or information about how to contact the **retailer**;
- (d) the due date or due dates for payment;
- (e) the total amount owed in dollar figures;
- (f) a breakdown of how the total amount owed was calculated including:
 - (i) the amount the **customer** owes for the invoicing period in dollar figures with reference to the invoicing period and number of days;
 - (ii) any credits, reversals and discounts that the **retailer** applied, in dollar figures;
 - (iii) if applicable, any overdue amounts the **customer** owes in dollar figures and the invoicing period the overdue amounts relate to;
 - (iv) if the **customer** has received bundled goods or services, the amounts the **customer** owes in dollar figures for each good or service for the invoicing period;
 - (v) consumption amount including but not limited to peak, off-peak, or shoulder periods in kWh or MJ where applicable;
 - (vi) any **injection** amount including but not limited to peak, off-peak, or shoulder periods in kWh or MJ where applicable;
 - (vii) the rate or rates charged for **electricity** supplied including rates charged per kWh (such as night, daily, anytime rates) and any fixed rates or fixed or variable charges (such as a daily fixed charge);
 - (viii) a comparison between the **customer's** consumption and injection for the current invoicing period and at least one previous period including both kWh or MJ and dollar figures;
- (g) if the **retailer** seeks to recover an undercharged amount under clause 11.32H—
 - (i) the amount to be recovered in dollar figures; and
 - (ii) the due date for payment of the amount determined under clause 11.32H(2)(b):

- (h) the **payment options** available to the **customer** or advice on where the **customer** may find information regarding the available **payment options**:
 - (i) whether the total amount owed under subclause (1)(e) is—
 - (i) based on a **meter reading**; or
 - (ii) based on an estimated reading; and
 - (iii) if it is based on an estimated reading, include—
 - (A) a statement that the amount owed under subclause (1)(e) is “based on an estimated reading”; and
 - (B) include a link to or information about how the **customer** may submit a **customer meter reading**:
 - (j) the **product identification code**:
 - (k) the **pricing plan** name:
 - (l) any contract end date:
 - (m) the amount of any contract exit **fee**:
 - (n) a link to or information about the dispute resolution scheme identified under clause 3 of Schedule 4 of the **Act**:
 - (o) a link to the **electricity plan comparison platform** using the wording prescribed by the **Authority** for the purposes of this subclause and **published** on the **Authority’s** website.
- (2) All dollar amounts in subclause (1) must be inclusive of GST, if any.
- (3) If the **Authority** changes the wording prescribed in accordance with subclause (1)(o), each **retailer** must change the wording on its **invoice** to use the new wording as soon as reasonably possible and no later than 3 months from the date the change is notified by the **Authority**.

Part 3 Better plan check

6 Retailers to perform a better plan check

Each **retailer** must perform a **better plan check** in respect of a **customer** in accordance with clause 7 at least once every 12 months.

7 Better plan check

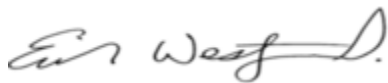
- (1) Each **retailer** required to perform a **better plan check** for a **customer** must consider whether, based on the **customer’s** consumption over the past 12 months, the **retailer** has one or more **pricing plans** that could provide a lower cost of **electricity** to the **customer** taking into account the **customer’s** current household circumstances known to the **retailer**.
- (2) If the **retailer** reasonably considers that the **retailer** has one or more **pricing plans** that could provide a lower cost of **electricity** to the **customer**, the **retailer** must advise the **customer** of that **pricing plan** or those **pricing plans** (provided the **retailer** does not need to advise the **customer** of more than 3 **pricing plans**).
- (3) If the **retailer** advises the **customer** of more than one **pricing plan**, the **retailer** must identify the **pricing plan** which the **retailer** reasonably considers is the lowest cost

option for the **customer**, taking into account those aspects of the **customer's** circumstances of which the **retailer** has knowledge.

8 Form and content of better plan message

- (1) A **retailer** that has undertaken a **better plan check** under clause 7 must provide a better plan message to the **customer** in accordance with clause 16 of Schedule 11A.1.
- (2) The better plan message must inform the **customer** that the **retailer** has undertaken a **better plan check** and considers either—
 - (a) the **customer** is on a suitable **pricing plan** and include the name of that plan and its **product identification code**; or
 - (b) there is another **pricing plan**, or more than one **pricing plan**, in the **product catalogue** that would be a better plan for the **customer**.
- (3) If subclause 2(b) applies, the better plan message must include:
 - (a) the name of the **pricing plan**, or **pricing plans**, and its **product identification code**;
 - (b) a link to or information about how to access the **retailer's plan catalogue**;
 - (c) clear and simple information about how the **customer** may change to that **pricing plan**;
 - (d) any conditions the **customer** must meet in order to obtain the greatest benefit from the **pricing plan**;
 - (e) any drawbacks of the **pricing plan** including any **fees** the **customer** may incur.

Made at Wellington on 23rd day of February 2026



Erik Westergaard
Acting Chair
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Certified in order for signature:



Tiffany Matsis
Senior Legal Counsel
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20 February 2026



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19 February 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 comes into force on 30 October 2026.

The amendment amends Parts 1, 11 and 11A of the Code to improve electricity billing to make invoices clearer, more consistent, and more useful for consumers. It also introduces safeguards to protect domestic and small business consumers from unexpected back bills.

This is secondary legislation issued under the authority of the Legislation Act 2019 .	
Title	Electricity Industry Participation Code (Improving Electricity Billing) Amendment 2026
Principal or amendment	Amendment
Consolidated version	No
Empowering Act and provisions	Electricity Industry Act 2010, section 38
Replacement empowering Act and provisions	Not applicable
Maker name	Electricity Authority
Administering agency	Electricity Authority
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