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Electricity Industry Participation Code (Improving Access to Product Information) 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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Amendment

1 Title

This is the Electricity Industry Participation Code (Improved Access to Product Information) 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 its appropriate alphabetical order:

product identification code means the unique code assigned by a **retailer** in accordance with clause 11.32AA to certain of its retail tariff plans

Part 2

Amendments to Part 11 of the Electricity Industry Participation Code

5 New clause 11.32AA inserted

After clause 11.32A, insert:

11.32AA Product identification codes for retail tariff plans

- (1) Each **retailer** must apply a unique **product identification code** to each of its retail tariff plans that come within clause 11.32G(1).
- (2) Such **product identification codes**:
 - (a) may be prescribed by the **Authority**; and
 - (b) must be in the format prescribed by the **Authority**.
- (3) Each **retailer** must, if requested to do so by a **consumer** with whom the **retailer** has a contract to supply **electricity**, give that **consumer** information about the retail tariff plan applicable to the **consumer's ICP**, including the relevant **product identification code**.

6 Clause 11.32B amended

In clause 11.32B(1), insert “under clause 11.32A or 11.32AA” after “a request is made”.

7 Clause 11.32E amended

In clause 11.32E, replace “11.32A” with “11.32A, 11.32AA”.

8 Clause 11.32ED amended

In clause 11.32ED(3), replace “the request may” with “the **retailer** may”.

9 Clause 11.32EG amended

In clause 11.32EG(1), insert “and 11.32G” after “clauses 11.32E to 11.32ED”.

10 Clause 11.32F amended

(1) In clause 11.32F, replace paragraph (1)(a) with:

(a) **publish**, and keep **published**, procedures under which a **retailer** must respond to a request under clauses 11.32B and 11.32G; and

(2) In clause 11.32F(1)(b), insert “where required to do so under clause 11.32B or 11.32G” after “a request”.

11 New cross-heading inserted

After clause 11.32F, insert “*Access to product information*”.

12 Clause 11.32G replaced

Replace clause 11.32G with:

11.32G Retailers must provide product information

(1) If any person asks a **retailer** to provide information about:

(a) 1 or more of the **retailer's** current **generally available retail tariff plans** or their applicable **product identification code**; or

(b) tariff plans that were, but are no longer, **generally available retail tariff plans** but which remain active and are supplied to existing **consumers**, or their applicable **product identification code**,

the **retailer** must give the requested information to the person no later than 5 **business days** after receiving the request, subject to subclause (4).

(2) Subject to subclause (3), in responding to a request, the **retailer** must comply with the procedures, and any relevant **EIEP**, **published** by the **Authority** under clause 11.32F.

(3) A **retailer** need not comply with subclause (2) if the person making the request under subclause (1) requests that the information is provided in an alternative manner or format and the **retailer** complies with that request.

(4) A **retailer** need not comply with the timeframe in subclause (1) if the **retailer**:

(a) provides the requested information in an alternative manner or format pursuant to subclause (3); and

- (b) agrees an alternative timeframe for provision of that information with the person requesting the information.
- (5) A **retailer** must not charge a fee for responding to a request, but if the **retailer** provides the requested information in an alternative manner or format under subclause (3), and providing the requested information in that manner or format increases the **retailer's** costs of providing that information, the **retailer** may impose a reasonable charge for providing the information in the manner or format requested which reflects that increase in costs.

13 Schedule 11.6, Form 1, replaced

Replace Schedule 11.6, Form 1 with:

Form 1: Form for authorisation by an individual (being a natural person)

Consumer: [Consumer full name]

Property: [property address (es)]

Customer number¹: [customer number]

Installation Control Points (ICP(s)) Identifier(s): [List all ICPs]

Retailer: [name of Retailer]

Agent: [full name of Agent and contact details]

Period of authority: [enter period of authorisation to Agent]

I (being the Consumer named above) confirm that I own or occupy the Property identified above (or owned or occupied that property at the relevant time) or otherwise am or was responsible for the consumption of electricity at the Property.

I confirm that I am or have been a customer of the Retailer identified above in relation to the Property and ICP(s) identified above.

I authorise:

- (a) the Agent identified above to request, receive and hold information on my behalf about:
- electricity consumption for the Property or the ICP(s); and
 - the product identification code that applies to my retail tariff plan; and
- (b) the Retailer to transfer the information at (a) on my behalf to the Agent.

[Signature/electronic signature of Consumer or of a person on behalf of the Consumer (in which case, evidence of that person's authority to sign on behalf of the Consumer is required) or other evidence of Consumer's agreement]

¹ This is the customer number assigned to the Customer by the Retailer to whom the request is being made.

14 Schedule 11.6, Form 2, replaced

Replace Schedule 11.6, Form 2 with:

Form 2: Form for authorisation by a non-individual (not being a natural person)

Consumer: [Consumer full name]

Authorised Representative of Consumer: [Full name and title/position with Consumer]

Property: [property address (es)]

Customer number²: [customer number]

Installation Control Points (ICP(s)) Identifier(s): [List all ICPs]

Retailer: [name of Retailer]

Agent: [full name of Agent and contact details]

Period of authority [enter period of authorisation to Agent]

The Consumer identified above owns or occupies the Property identified above (or owned or occupied that property at the relevant time) or otherwise is or was responsible for the consumption of electricity at the Property.

The Consumer is or has been a customer of the Retailer identified above in relation to the Property and, ICP(s) identified above.

The Consumer authorises:

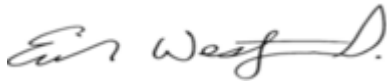
- (a) the Agent identified above to request, receive and hold information on the Consumer's behalf about:
 - electricity consumption for the Property or the ICP(s); and
 - the product identification code that applies to the Consumer's retail tariff plan; and
- (b) the Retailer to transfer the information at (a) on the Consumer's behalf to the Agent.

In signing this form as the Authorised representative of the Consumer, I warrant that I am authorised to sign this form and agree to the matters above on behalf of the Consumer.

[Signature/electronic signature of Authorised Representative].

² This is the customer number assigned to the Customer by the Retailer to whom the request is being made.

Made at Wellington on 23rd February 2026



Erik Westergaard
Chair
Electricity Authority

Certified in order for signature:



Alexandra Parker
Senior Legal Counsel
Electricity Authority
20 February 2026



Rachael Brown
Partner
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20 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 (the Code) comes into force on 30 October 2026.

The amendment amends Parts 1 and 11 of the Code to:

- a. require retailers to assign a unique product identification code to each of the retail tariff plans they offer and to provide the applicable unique product identifier for a consumer's ICP to the consumer or their authorised agent upon request;

- b. extend the existing requirement on retailers to provide information upon request on generally available retail tariffs to the provision of the unique product identification code and information on tariff plans that were, but are no longer, generally available retail tariff plans but which remain active and are supplied to existing consumers; and
- c. enable the Authority to prescribe an Electricity Information Exchange Protocol for the provision of electricity product information through the Electricity Information Exchange system.

This is secondary legislation issued under the authority of the Legislation Act 2019 .	
Title	Electricity Industry Participation Code (Improved Access to Product Information) 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
Date made	23 February 2026
Publication date	4 March 2026
Notification date	3 March 2026
Commencement date	30 October 2026
End date (when applicable)	Not applicable
Consolidation as at date	Not applicable
Related instruments	Electricity Industry Participation Code 2010