

GIEP4 – Customer information

Version control

Version	Updated	GIEP reference	Comments
1.0	28 July 2026	GIEP4	This protocol provides a data exchange method and guidance for participants. Existing arrangements may continue to apply where participants have not adopted this protocol. Effective date: 29 March 2027

Purpose

This protocol allows retailers to provide customer information to distributors, as a snapshot or incremental file. Incremental customer detail changes will result in a “triggered” report to be sent to the distributor.

Dependencies

The use of system agreement between the distributor and the retailer may also set out requirements relating to the provision of customer information that the distributor and/or the retailer must comply with, such as obligations under the Privacy Act and the terms and conditions of customer contracts, restrictions on the purposes for which the customer information may be used, and the obligation to treat the customer information as confidential information.

Description of when this protocol applies

Where agreed, this protocol is used by retailers to provide distributors with a snapshot of the retailer’s customer information at a specific point in time (typically monthly or weekly), or to provide distributors with incremental changes in the retailer’s customer information (typically daily), to be used only for the purposes as agreed between retailers and distributors. Distributors will use this information to verify or update their records.

Business requirements

1. The distributor and each retailer must agree on the file transport mechanism by which the retailer will provide information and the destination address. Non-manual interfaces use electronic file transfer either via File Transfer Protocol (FTP) or Secure File Transfer Protocol (SFTP) connectivity. In the case of FTP a security mechanism must be used to protect confidentiality.
2. Where information is required to be transferred using email, the contents must be delivered in a secure manner and password protected.
3. This protocol will be used in the timeframes as and when agreed between parties.
4. A retailer must use codes that are:
 - a. stipulated in this document, or
 - b. determined in the registry and reconciliation functional specifications
5. The file must contain all mandatory information, failure to provide the required information will result in the file being deemed as incomplete.
6. Information must be provided in accordance with the following status codes unless otherwise specified:
 - a. O Optional
 - b. M Mandatory
 - c. C Conditional - Mandatory if available and required by recipient (also refer to validation rules).
7. For address information the postal address is to be populated with the billing address including PO Box numbers and RD numbers. If the retailer uses the physical installation address as the billing address, then this is to be populated to the postal address fields.
8. When an international address is required the zip code is to be applied in the post address post code field.
9. Parties will need to agree whether the file is to be either:

- a) a “snapshot” file that provides customer information for all ICPs with a customer contract as at an agreed date and, where agreed, at an agreed frequency. A snapshot file may be sent as an initial file or as a complete replacement file where the full set of customer information is to be replaced; or
 - b) an “incremental” file that provides customer information for ICPs with a customer contract when any customer information has been amended or added since the last incremental or snapshot version was provided. Incremental files should be denoted as file type X.
10. If the retailer or distributor becomes aware of a format error or the file is incomplete, that party must advise the other party as soon as practical after becoming aware of the issue.
 11. If no agreement can be reached as to whether the file is to be a partial or full replacement for the correction of the error as noted above, then a full replacement file is required.
 12. Recipients of GIEP4 files must be capable of receiving I (initial), R (complete replacement) and X (partial replacement) files.
 13. For incremental files, there may be multiple customer change triggers within a day. As the retailer may be able to provide multiple records as an alternative to the last record (natural default), the distributor may wish to discuss its preference with the retailer. For example, if customer A moves out and customer B moves in on the same day, a distributor would receive both customer A and B movements under multiple incremental record functionality, or only customer movement B under single incremental record functionality.
 14. The Site Hazards field is intended solely to communicate objective information about physical site conditions, access constraints, or safety hazards relevant to attendance at a site. It must not be used to record customer information, behavioural observations, personal characteristics, opinions, assumptions, complaints, or other non-operational information.

General requirements

1. If there are any conflicts between this document and the use of service agreements held between a retailer and distributor, the use of service agreement will take precedence.
2. In general, all participants must provide the recipient with:
 - a. accurate information for all points of connection at which they are responsible for the current consumption period
 - b. when available, revised information for all points of connection at which they have purchased or sold gas during any previous consumption period
 - c. any additional information requested in respect of any consumption period.
3. A number of data transfers are required between participants in order for the GIEP process to take place. These data flows must be previously agreed between participants and at all times must take place in a secure and predictable manner.
4. It is the responsibility of participants to comply with their obligations under the Privacy Act, and (where applicable) to comply with the terms and conditions of its customer contracts, when exchanging customer information.

File Header Format

Event data	Format	Retailer to distributor: Mandatory/ Optional/ Conditional	Validation rules	Example
Header record type	Char (3)	M	HDR – Indicates the row is a header record type	HDR
File type	Char (7)	M	Customer information	CUSIN
Version of GIEP	Num (3.1)	M	Version of GIEP protocol that is being used	1.0
Sender	Char (4)	M	Participant identifier as used in the gas registry	CTCT
Recipient	Char (4)	M	Participant identifier as used in the gas registry	UNLG
Report Run Date	DD/MM/YYYY	M	Date the report is run	02/04/2010
Report Run Time	HH:MM:SS	M	Time the report is run	12:32:02
Unique file identifier	Char (15)	M	Number that uniquely identifies the report	0981234
Number of detail records	Num (8)	M	Total number of DET records in report	2
Report period start date	DD/MM/YYYY	M	Start of report date range (inclusive)	01/03/2010
Report period end date	DD/MM/YYYY	M	End of report date range (inclusive)	31/03/2010
Utility Type	Char (1)	M	G (Gas)	G
File Status	Char (1)	M	I = Initial or R = full Replacement or X = replace only those ICPs contained in this replacement file, also used for each incremental file	I

File Detail Format

Event data	Format	Retailer to distributor: Mandatory/ Optional/ Conditional	Validation rules	Example
Detail record type	Char (3)	M	DET – Indicates the row is a detail record	DET
ICP identifier	Char (15)	M	ICP 15-character unique identifier	0000073196NA7DC
Customer name	Char (100)	M	Legal name or the name of the customer. Multiple names to be concatenated into one field.	John~Michael~Smith
Phone number home	Char (20)	C	Home landline phone number	073842559
Phone number work	Char (20)	C	Number person can be contacted at during business hours	073842558
Phone number mobile	Char (20)	C	Cell phone number	0272022096
Fax number	Char (15)	C	Fax Number	073842557
Email address	Char (254)	C	Must provide one email address. Multiple email addresses may be provided, separated by a semi-colon.	jnr@gmail.com ; rnj@gmail.com
Postal free form	Char (30)	C	All postal fields can be Null but are mandatory if available. Used when a structured breakup of address details is not possible or practical.	Rural Delivery 1 Winton
Postal address unit	Char (25)	C	Sub dwelling number. Level of sub dwelling.	Unit 5A
Postal address number	Char (25)	C	Number issued by government agency or local government authority that identifies a point or location on a street for postal purposes.	15
Postal address street	Char (30)	C	Official road name issued by government agency or local government authority.	Berkley Drive
Postal Box/RD	Char (30)	C	Number assigned to a postal delivery box or rural delivery number.	RD2
Postal address suburb	Char (30)	C	A bounded locality within a city, town or shire principally of urban character.	Island Bay
Postal address town	Char (30)	C	An officially recognised and named population centre, defined within a geographic boundary.	Wellington
Postal address postcode	Char (30)	C	The post code assigned by NZ post (zip code if outside NZ).	6589
Postal address country	Char (30)	C	The country for postal information.	New Zealand
Event date	DD/MM/YYYY	M	In relation to an ICP, means the date on which an arrangement between a customer and a retailer for the supply of gas at the ICP comes into effect.	01/03/2009

Event data	Format	Retailer to distributor: Mandatory/ Optional/ Conditional	Validation rules	Example
Disconnection restriction	Char (1)	M	"Y" for Yes or "N" for No, for confirmed Medically Dependent customers or other critical disconnection restrictions.	Y
Medical restriction type	Char (3)	O	MDN if medical dependent customer has notified retailer. MDV if medical dependent customer has been verified by retailer.	MDV
Customer no.	Num (15)	M	Retailer's customer number (i.e. the identifier that is assigned to the customer which remains the same across all the connections for the customer).	123456789
Consumer no.	Num (15)	C	Retailer's consumer number defined as the retailer's unique ID that links the premises and the customer.	987654321
Customer Title	Char (20)	C	Separate customer title details.	Master
Surname	Char (100)	M	Separated customer surname details (populate with separated company names (s) if customer includes a company).	SMITH & JONES CONSULTING LTD
First name	Char (100)	C	Separated customer first name details.	Robert
Finalled date	DD/MM/YYYY	C	In relation to an ICP, means the date on which an arrangement between a customer and a retailer for the supply of gas at the ICP was terminated. Mandatory if customer contract finalled.	31/03/2011
Site hazards ¹	Char (100)	C	Physical site hazards (no personal information).	Dogs, access, unsafe structures

¹ Information contained in the Site Hazards field is indicative only and may not represent all site hazards. Participants remain responsible for taking their own reasonable steps to identify and manage health and safety risks.

Protocol specifications

1. The information is to be provided as a comma delimited text file. Commas are therefore prohibited within fields. For customer names that require separation a tilde character (~) should be used. This is the only provision for the use of a tilde character.
2. Each formatted file will consist of one or more records, with each record being a single line of text as
 - a. a carriage return character and a line feed character combination (ASCII characters 13 and 10) commonly used in Windows based programs, or
 - b. a line feed character (ASCII character 10) commonly used in Unix based programs, or
 - c. a carriage return character (ASCII character 13) commonly used in Mac based programs.
3. Data fields within files are defined using the attributes in the table following these specifications.
4. Matching of file names, code list values, etc, are to be case insensitive.
5. Each data file will contain only one header but may contain any number of detail records.
6. The first record of a file contains 'Header' information followed by zero or more detail lines.
7. The following file naming convention is to be used with this file:
 - a. Sender + Utility Type + Recipient + File Type + Report Month + Report Run Date + UniqueID# (e.g. hhmm run time, or ICP but limited to Char (60)) with an extension of .TXT and with the components concatenated using the underscore character, to assist readability.
 - b. e.g. TRUS_G_POCO_CUSIN_200007_20000802_1232.TXT
 - i. [Char4_Char1_Char4_Char7_yyyymm_yyyymmdd_Char60.TXT]

File example

File Header Format:

HDR,CUSIN,1.0,CTCT,UNLG,02/04/2010,12:32:02,0981234,2,01/03/2010,31/03/2010,G,I

File Detail Column Data:

DET,0000073196NA7DC,John~Michael~Smith,073842559,073842558,0272022096,073842557,jnr@gmail.com;
rnj@gmail.com,Rural Delivery 1 Winton,Unit 5A,15,Berkley Drive,RD2,Island Bay,Wellington,6589,New
Zealand,01/03/2009,Y,MDV,123456789,987654321,Master,SMITH & JONES CONSULTING
LTD,Robert,31/03/2011,Dogs

Table of codes used in GIEP4

Logical format	Data type	Rules	Example
INT (n)	Integer	ASCII representation of an integer number (i.e. no decimals), no leading zeros, no spaces, a leading “-” if negative (no sign if positive), with 1 to n digits. Numbers only: ASCII characters 48 to 57, and 45 where applicable.	INT (4) 12 -1234
NUM (n.d)	Decimal	ASCII representation of a decimal number (ie a rational number), no spaces, a leading “-” if negative (no sign if positive), with up n digits including up to (n minus d) digits to the left of the decimal place, and up to d digits to the right of the decimal place. For integers, the decimal point is not required. A decimal point on its own must not be used to represent zero (use “0”) Trailing zeros are optional. No leading zeros other than when the number starts with “0.” Numbers only: ASCII characters 48 to 57, and 45/46 where applicable.	NUM (6.2) 123.45 1234.0 -12.32 NUM (6.3) -0.123 23.987 987.000 8
CHAR (n)	Text	Up to n characters (ASCII characters 32 to 43 and 45 to 126 only). As commas (ASCII character 44) are used as field separators, they must not be used within the field data (it is recommended that any commas found in source data be changed to a semi-colon (ASCII character 59) when files are created). Fields must not contain any leading or trailing spaces.	The quick brown fox
DATE	Date	ASCII format with: Year represented as: — YYYY for century and year Month represented as: — MM to display leading zero Day represented as — DD to display leading zero ASCII format for any separators used	YYYYMMDD e.g. 20050216 DD/MM/YYYY e.g. 16/02/2005
TIME	Time	ASCII in 24-hour format Hour represented as HH with leading zeros Minutes represented as MM with leading zeros Seconds represented as SS with leading zeros ASCII format for any separators used Note: both NZST and NZDT will be used and will be indicated as necessary	HH:MM:SS e.g. 13:15:01 HH:MM e.g. 13:15
DATETIME	Date/Time	ASCII format with same rules as both Date and Time Data Types	YYYYMMDDHHMMSS e.g. 20050216131501
NULL	Null	Field contains no data	

Table 2 ASCII character set for use within fields of GIEP4

Character	ASCII	Character	ASCII	Character	ASCII
32	Space	64	@	97	a
33	!	65	A	98	b
34	"	66	B	99	c
35	#	67	C	100	d
36	\$	68	D	101	e
37	%	69	E	102	f
38	&	70	F	103	g
39	'	71	G	104	h
40	(	72	H	105	i
41	)	73	I	106	j
42	*	74	J	107	k
43	+	75	K	108	l
		76	L	109	m
45	-	77	M	110	n
46	.	78	N	111	o
47	/	79	O	112	p
48	0	80	P	113	q
49	1	81	Q	114	r
50	2	82	R	115	s
51	3	83	S	116	t
52	4	84	T	117	u
53	5	85	U	118	v
54	6	86	V	119	w
55	7	87	W	120	x
56	8	88	X	121	y
57	9	89	Y	122	z
58	:	90	Z	123	{
59	;	91	[	124	
60	<	92	\	125	}
61	=	93	]	126	~
62	>	94	^		
63	?	95	_		
		96	`		