

GIEP5B – Unplanned service interruptions

Version control

Version	Updated	GIEP reference	Comments
1.0	28 July 2026	GIEP5B	This protocol provides a data exchange method and guidance for participants. Existing arrangements may continue to apply where participants have not adopted this protocol. Available for use from: 1 October 2026

Purpose

This protocol applies to all distributors to provide information to retailers for unplanned service interruptions.

Dependencies

The use of system agreement between the distributor and the retailer may also set out requirements relating to the information that must be provided in this file that the distributor or the retailer must comply with.

Description of when this protocol applies

This protocol is used by distributors to provide retailers with information relevant to unplanned service interruptions. The file may be used by retailers to record details of unplanned service interruptions within their customer information systems.

Business requirements

1. The distributor and each retailer must agree on the file transport mechanism by which the retailer or distributor 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 when required as agreed between parties.
4. Only codes that are stipulated in this document, or codes determined in the registry and reconciliation functional specifications are to be used.
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 is to be provided in accordance with the following status codes unless otherwise specified:
 - a. O Optional
 - b. Mandatory where applicable
 - c. Conditional – Mandatory if available, otherwise Null (also refer to validation rules)
7. The file can be used for initial advice of unplanned interruptions to supply, updates on the interruption to supply, and for advice when the supply has been restored.
8. For initial advice of unplanned service interruptions, this file can be used by distributors to notify retailers that an interruption to the supply in a particular area has occurred. A list of the ICPs affected should be included if available.
9. This file can also be used for status updates on unplanned service interruptions. Should a group of ICPs be restored earlier or should a handful be restored later, any update should be sent using the same event number.
10. The recipient is to ensure that they apply the files in the order that they are received, with the latest information being the most current.
11. The distributor event number must include the original event number in the 'distributor event number' field if amending or cancelling a file. There is to be one file per change and the "communication type" code will determine what that change is.

12. 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.
13. 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.

General requirements

1. 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
2. A number of data transfers are required to take place between participants in order for the GIEP process to take place. These data flows must be previously agreed between participants and must take place in a secure and predictable manner.
3. It is the responsibility of the parties to meet the principles of the Privacy Act when exchanging customer information.

File Header Format

Event data	Format	Distributor to Retailer: 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	Unplanned service interruption UPINT	UPINT
GIEP Version	Num (3,1)	M	Protocol version number	3.1
Sender	Char (4)	M	Participant identifier as used in the gas registry	UNLG
Recipient	Char (4)	M	Participant identifier as used in the gas registry	CTCT
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	13:32:02
Unique file identifier	Char (15)	M	Number created by the initiator of the file that uniquely identifies the report	0981234
Number of detail records	Num (8)	M	Total number of records in report	2
Communication type	Char (3)	M	As per table of unplanned service interruption communication type codes.	UPR
Report period start date	DD/MM/YYYY	M	Report run start date (inclusive)	02/05/2010
Report period end date	DD/MM/YYYY	M	Report run end date (inclusive)	09/05/2010
Utility Type	Char (1)	M	G (Gas)	G

File Detail Format

Event data	Format	Distributor to Retailer: 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
Gas Gate	Char (8)	M	Gas gate code as per GIC	TWA35610
Street/area affected	Char (255)	M	Best description of locality affected	Russell Street
Log jobs	Char (1)	M	Y (Yes) or N (No) - Confirms if retailer to advise of any new interruptions reported in the same area. For example, if set to Y, then customers nearby later report new interruptions in the same street during that time, the retailer must record (log) these and potentially notify the distributor.	Y
Interruption reason	Char (255)	M	Description of cause of unplanned interruption to supply	Digger
Distributor event number	Char (15)	C	Distributor's unique reference number for unplanned service interruption if applicable	5468524864
Interruption start date	DD/MM/YYYY	M	Date interruption commenced	03/05/2010
Interruption restore date	DD/MM/YYYY	M	Most accurate indication of date when gas will be restored	08/05/2010
Interruption start time	HH:MM	M	Time interruption started	05:35
Interruption expected or actual restore time	HH:MM	M	Most accurate indication of time when gas will be restored	16:35

Table 1 codes used in GIEP5B

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 (i.e. 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.	NUM (6.2) 123.45 1234.0 -12.32 NUM (6.3) -0.123 23.987 987.000 8
		No leading zeros other than when the number starts with “0.” Numbers only: ASCII characters 48 to 57, and 45/46 where applicable.	
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. 0050216131501
NULL	Null	Field contains no data	

Table 2 ASCII character set for use within fields of GIEP5B

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	`		

Table 3 Unplanned service interruption communication type codes for use in GIEP5B

Communication type code	Description
UPI	Unplanned Service Interruption – Initial Advice
UPU	Unplanned Service Interruption – Update
UPR	Unplanned Service Interruption – Supply Restored

Protocol specifications

1. The information is to be provided as a comma delimited text file. Commas are therefore prohibited within fields.
2. Each formatted file will consist of one or more records, with each record being a single line of text as defined in the business rules. Records are to be delimited with one of the following:
 - 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. UNLG_G_CTCT_UPINT_200007_20000802_1232.TXT
 - i. [Char4_Char1_Char4_Char7_yyyymm_yyyymmdd_UniqueID.TXT]

File example

File Header Format:

HDR,UPINT,3.1,UNLG,CTCT,02/04/2010,13:32:02,0981234,2,UPR,02/05/2010,09/05/2010,G

File Detail Format:

DET,0000073196NA7DC,TWA35610,Russell Street,Y,Digger,5468524864,03/05/2010,08/05/2010,05:35,16:35