



Gas Industry Co.



## News Bulletin 25 August 2025

### Kia ora

Welcome to the latest News Bulletin.

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## Consultation on Consumer Care Guidelines

We have opened consultation on a new set of Consumer Care Guidelines to replace the guidelines published in August 2022.

The Consumer Care Guidelines apply to natural gas and LPG retailers and set minimum standards to:

1. adopt behaviours and processes that foster positive relationships with residential consumers,
2. support residential consumers in accessing and maintaining an affordable and constant gas supply suitable for their needs, and
3. help minimise harm to residential consumers caused by insufficient access to gas or by payment difficulties.

We are now consulting on updated guidelines to ensure close alignment with the Electricity Authority's Consumer Care Obligations in the Electricity Industry Participation Code 2010.

The [Consumer Care Guidelines consultation paper](#) can be found on our website.

Written submissions are invited via email to [consultations@gasindustry.co.nz](mailto:consultations@gasindustry.co.nz) by 5.00pm on Monday 29 September 2025.

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## Gas Information Exchange Protocols - Summary of submissions

In June 2025, we consulted on the introduction of additional Gas Information Exchange Protocols.

These protocols serve as guidelines for the routine exchange of gas connection and gas consumption information between gas market participants. They mirror similar protocols in the electricity industry, and are published on our website. They are not mandated by any governance arrangements.

We have reviewed and summarised the submissions received and are currently in the process of drafting voluntary protocols for industry circulation and development.

For more information, please refer to the [Submissions Summary and Next Steps](#) paper on our website.

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## Quarterly Report – June 2025

In our Quarterly Report to June 2025, we report on the gas supply issues and provide production and consumption data for the June quarter.

We also advise that the 2025 levy is now in force, and share an update on our work in progress, including Biomethane, Consumer Care guidelines and our consultation on new Gas Information Exchange Protocols.

You can read our [Quarterly Report – June](#) on our website.

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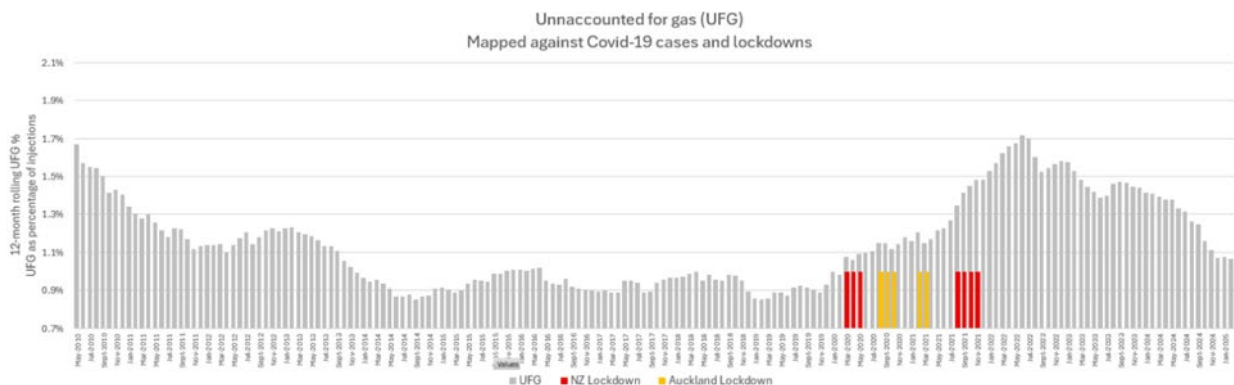
## Reduction in the level of Unaccounted for Gas

Unaccounted for gas (UFG) is the difference between the volume of gas injected at a gas gate and the volume of customer consumption submitted by retailers to the allocation agent. The difference, UFG, is a cost worn by all participants connected to the gas gate.

Between 2020 and June 2022, annual UFG in New Zealand rose from 1.0% to 1.7%. While significant locally, this remains within normal ranges internationally. In response, we reviewed meter reading compliance, scrutinised audit reports, and enhanced monitoring systems. These efforts addressed minor cases but found no major cause for the increase.

Informal industry feedback suggests a key driver of the UFG spike was the Covid-19 pandemic, when lockdowns and movement restrictions disrupted regular meter readings and affected data estimation processes.

Since the Covid-19 peak, it has taken two years for UFG to return to normal levels, as shown in the graph below. This could be explained as one year to return to regular reads, and a second year for retailer systems and processes to normalise updated data.



Developments in gas metering including a new rule requiring telemetry for customers using more than 20TJ of gas, and the installation of advanced gas meters sending electronic readings at homes and small businesses, will help to mitigate the future risk of UFG.

We will continue to monitor UFG using our tracking tools and investigate potential problems or alleged UFG related breaches.

## David Prentice appointed as Gas Industry Co's Chief Executive

**Gas Industry Co Board is pleased to announce the appointment of David Prentice as Gas Industry Co's new Chief Executive, from 3 November 2025.**

"We are delighted that David has accepted the role. David has outstanding credentials and a breath of experience that will be extremely valuable to the industry and the organisation as we move through the energy transition," says Gas Industry Co's Chair Hon Amy Adams.

David was most recently Chief Executive of NZ Windfarms. Prior to that he was the inaugural Chief Executive of Manawa Energy, Chief Executive and Director of Trustpower and Opus International Consultants. David was also the Chair of the Interim Committee for Climate Change and is currently on the Board of Northpower and Martin Jenkins.

David graduated from the University of Edinburgh with a Bachelor of Engineering (Hons) degree and a PhD in Engineering. He is a member of the Institute of Directors, a Chartered Professional Engineer and a Fellow of Engineering New Zealand.

David said, "The role of gas in the wider energy landscape is arguably more important than ever at the present time and I look forward to helping continue the critical role Gas Industry Co plays as both a co-regulator and a trusted advisor to industry and government."



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[Gas Industry Co website](http://www.gasindustry.co.nz)

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