





Pursuant to section 43ZZB of the Gas Act 1992 (the Act), Gas Industry Co recommends to the Minister of Energy and Resources that regulations be made under section 43ZZE to require industry participants to pay levies to the industry body in respect of the year commencing 1 July 2022 (FY2023), totalling \$4,579,373 on the following basis:

- From every gas retailer who is an industry participant on the last day of each month, a
  retail levy based on one twelfth of the annual retail levy of \$6.63 for each ICP for each
  retail customer.
- From every industry participant on the first day of each month, a wholesale levy rate of 1.3997c/GJ based on gas purchases made directly from gas producers during the previous month.

Gas Industry Co notes that for FY2023:

- The levy funding requirement of \$4,579,373 (\$3,472,368 in FY2022), and market fees of \$1,761,000 (\$1,449,000 in FY2022). Added together, these result in total work programme costs for FY2023 of \$6,340,373 (\$4,771,367 in FY2022). However, our current forecast for FY2022 has total costs for delivering the work programme of approximately \$6,000,000 substantially exceeding the expected costs of \$4,771,367 when the FY2022 levy was approved. This is due to Gas Industry Co funding a substantial portion of the additional work added into the work programme itself, rather than from the levy or market fees. As such, we expect the year-on-year increase in actual costs to deliver the work programme between FY2022 and FY2023 to be \$340,373, or 5.7%;
- The retail levy of \$6.63 is up from \$5.28 in FY2022 a 25.6% increase; and
- The wholesale levy of 1.3997c/GJ is up from 1.1445c /GJ in FY2022 a 22.3% increase.

Gas Industry Co remains principally reliant on annual levies to provide the effective governance of the downstream gas sector that Part 4A of the Act requires. Gas Industry Co believes that the recommended levy rates are reasonable, and present good value for gas consumers and the wider industry.

The contents of this Levy Recommendation achieved broad support from industry stakeholders, through a robust annual consultation process.

This Levy Recommendation has been approved by Gas Industry Co's Board of Directors.

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# 1. Introduction

The Government and the gas industry have implemented a unique co-regulatory model in which a specially established 'industry body' develops and maintains governance arrangements for consumers and other participants in gas markets. Gas Industry Co was established in 2004 to perform the role of the industry body as set out in Part 4A of the Act. Gas Industry Co has two main sources of funding to meet the total costs of delivering its work programme and other aspects of its role as the industry body – market fees and the levy.

## Market fees

Established gas governance rules and regulations include provisions to recover costs directly required to meet Gas Industry Co's obligations under those arrangements (referred to as 'market fees'). These cover the contractually agreed costs of any service providers (particularly the Allocation Agent, the Registry Operator and the Critical Contingency Operator) and any other expected direct costs related to the monitoring of those arrangements.

A formal estimate of market fees for each set of rules or regulations is published two months before they apply with each new financial year commencing on 1 July. Market fees collected are applied to actual expenses incurred for each set of rules or regulations. Any shortfall or excess fees are invoiced/credited to the market fee payers in a year-end 'wash-up'.

## **Industry levy**

The levy funds the industry body's costs that are not covered by market fees, including the direct costs of workstreams and non-operational expenditure.

The Act provides for the levy to be collected through annual regulations, on recommendation to the Minister by the industry body. Gas Industry Co develops its annual Levy Recommendation through a consultation process with levy payers and other stakeholders. This process includes development of an annual Work Programme, an indication of future activity, and the resulting estimated Total Work Programme Costs covering all activities to be undertaken by the industry body.

This paper provides that recommendation for the year commencing 1 July 2022 (FY2023).



# Consultation Process and Outcomes

# **Levy Consultation Process**

In developing its annual Levy Recommendation to the Minister, Gas Industry Co consults on all aspects of its Work Programme, including costs and any forward indication for subsequent requests to be included in the Statement of Intent, and engages with interested stakeholders, including gas industry participants and major gas users. The process includes consultation on the proposed levy rate and amount, consistent with section 43ZZD(2)(b).

# **Key Steps in FY2023 Consultation Process**

The diagram below sets out the key steps in the consultation process:



The consultation process commenced at the annual Co-Regulatory Forum on 2 December 2021. Feedback from this Forum was generally positive, and the paper Consultation on Gas Industry Co FY2022 Work Programme and Levy (Consultation Paper) was published on 17 December 2021.

## The Consultation Paper:

- 1. Sets out Gas Industry Co's strategic context, roles and strategy;
- 2. Describes the work that Gas Industry Co will undertake in FY2023 and the estimated costs to carry out this work;
- 3. Outlines the amount of the Levy Funding Requirement for FY2023; and
- 4. Outlines the proposed levy rates for FY2023.

The proposed FY2023 Work Programme includes meeting statutory requirements, such as administration of existing gas governance regulations, and seeks to address Government and industry priorities through the completion of key project deliverables. It continues existing multi-year workstreams and reflects significant progress already made in addressing the objectives and outcome set for Gas Industry Co and the industry in the Act and the GPS.

Submissions were invited by 8 February 2022, and were received from Haast Energy Trading, Firstgas Group, Genesis Energy, Nova Energy Limited, Vector Limited, the Major Gas Users Group, OMV New Zealand Limited, and Energy Resources Aotearoa.

Each submission and an Analysis of Submissions have been published on Gas Industry Co's website. In summary, there was broad support for Gas Industry Co's role, Work Programme, estimated costs, and associated levy rates.



# 3. FY2023 Levy Funding

# FY2023 Levy funding summary

The costs corresponding to the Work Programme (set out in Appendix A) and the steps involved in the levy methodology are set out in the following tables. In summary:

- The levy funding requirement is \$4,579,373 (\$3,472,368 in FY2022), and market fees are \$1,761,000 (\$1,449,000 in FY2022). Added together, these result in total work programme costs for FY2023 of \$6,340,373 (\$4,771,367 in FY2022). However, our current forecast for FY2022 has total costs for delivering the work programme of approximately \$6,000,000 substantially exceeding the expected costs of \$4,771,367 when the FY2022 levy was approved. This is due to Gas Industry Co funding a substantial portion of the additional work added into the work programme itself, rather than from the levy or market fees. As such, we expect the year-on-year increase in actual costs to deliver the work programme between FY2022 and FY2023 to be \$340,373, or 5.7%;
- The levy methodology is the same as that used in previous years and is based on the principle of beneficiary pays;
- The retail levy rate is \$6.63/ICP. This is up from \$5.28/ICP in FY2022 (a 25.6% increase); and
- The wholesale levy is 1.3997c/GJ. This is up from 1.1445c/GJ in FY2022 (a 22.3% increase).

# Levy funding calculation and trends

The following table provides details of the levy funding calculation:

| Description  | TWPC      | Indicative Market Fees |           | Levy Funding Requirement |         |
|--|-----------|------------------------|-----------|--------------------------|---------|
| Description  |           | Wholesale              | Retail    | Wholesale                | Retail  |
| Gas<br>Governance                                    | 3,294,603 | 496,000                | 1,265,000 | 700,319                  | 833,283 |
| Facilitating<br>Industry<br>Systems and<br>Processes | 1,130,050 |                        |           | 680,599                  | 449,452 |
| Trusted<br>Advisor to<br>Government<br>and Industry  | 1,915,720 |                        |           | 1,208,508                | 707,212 |
| TOTAL  | 6,340,373 | 1,761,000              |           | 4,579,373                |         |

The following table shows the actual Levy Funding Requirement for FY2018-22, and the recommended Levy Funding Requirement for FY2023, along with published market fees to FY2022 and the indicative estimate for FY2023.

Table 2: Levy Funding Requirement and Market Fees - FY2018-23

|       | Levy Funding<br>Requirement | Market Fees |
|-------|-----------------------------|-------------|
| 2018  | 3,911,481                   | 1,482,000   |
| 2019  | 3,982,551                   | 1,441,169   |
| 2020  | 3,774,336                   | 1,458,000   |
| 2021  | 3,450,182                   | 1,436,000   |
| 2022  | 3,472,367                   | 1,299,000   |
| 2023* | 4,579,373                   | 1,761,000   |

<sup>1. \*</sup>recommended levy funding requirement/indicative market fees

Based on the combination of the FY2023 Levy Recommendation and indicative market fees in table 2, Total Work Programme Costs are expected to be \$6,340,373 for FY2023, compared to budgeted costs of \$4,771,367 in FY2022. However, our current forecast for FY2022 has total costs for delivering the work programme of approximately \$6,000,000 - substantially exceeding the expected costs of \$4,771,367 when the FY2022 levy was approved. This is due to Gas Industry Co funding a substantial portion of the additional work in the work programme itself, rather than from the levy or market fees. As such, we expect the year-on-year increase in actual costs to deliver the work programme between FY2022 and FY2023 to be \$340,373, or 5.7%.

**Chart 1: Total Work Programme Costs** 



# Proposed levy methodology and rates

Gas Industry Co's existing levy methodology:

- 1. Is based on a set of Levy Principles. In summary, those Principles are economic efficiency, rationality, simplicity, equity, and revenue sufficiency. The full <u>Principles</u> are available on Gas Industry Co's website.
- 2. Has two components: a wholesale component and a retail component. These components are apportioned according to the cost allocated to each part of the annual Work Programme and apportioned among levy payers pro rata with either their wholesale levy volumes or ICP market shares. In years when the Work Programme focusses on retail issues, for instance, the retail levy rate will increase while the wholesale levy will decrease.

These arrangements have remained unchanged since 2007.

#### In summary:

- 1. The wholesale levy rate has been calculated using an assumption of 185PJ (185,000,000 GJ) of gas consumption during the year (FY2022 165PJ).
- 2. The retail levy rate is calculated using the current number of ACTIVE-CONTRACTED entries in the gas registry of 300,000 (FY2022 300,000).

This results in the following levy rates:

Table 3: FY2023 Levy rates

| FY2023 Levy rates              |            |             |           |  |  |  |  |
|--------------------------------|------------|-------------|-----------|--|--|--|--|
|                                | Retail     | Wholesale   | Total     |  |  |  |  |
| Direct costs                   | 1,339,247  | 1,742,700   | 3,081,947 |  |  |  |  |
| Indirect costs                 | 650,700    | 846,726     | 1,497,426 |  |  |  |  |
| Total Levy Funding Requirement | 1,989,947  | 2,589,426   | 4,579,373 |  |  |  |  |
| Basis of apportionment:        | Per ICP    | Per GJ      |           |  |  |  |  |
| Number                         | 300,000    | 185,000,000 |           |  |  |  |  |
| Levy rate                      | \$6.63/ICP | 1.3997c/GJ  |           |  |  |  |  |

The impact of the levy on gas consumers is relatively small. Assuming the levy is passed through to end users, residential gas consumers would each pay approximately \$6.98 per annum, or around 0.71% of their annual gas bill. For larger consumers, the amount of levy paid is proportionate to wholesale gas purchases and adds about 0.20% or less to the unit cost of gas. The largest consumers, who together consume much of the gas supply, are active participants in consultation and have raised no objections to the levy rate.

Gas Industry Co has determined that it should refund unutilised levies as soon as the annual accounts have been received by shareholders at the Annual Meeting. This also has some similarity with the wash-up arrangements collected under Market Fees. This policy encourages a predictable and stable levy by removing from the levy calculations any variability resulting from a fluctuating level of reserves.



# 4. Recommendation

Pursuant to section 43ZZB of the Gas Act 1992, Gas Industry Co recommends to the Minister of Energy and Resources that regulations be made to require industry participants to pay levies to the industry body in respect of the year commencing 1 July 2022, totalling \$4,579,373, on the following basis:

- 1. From every gas retailer who is an industry participant on the last day of each month, a retail levy based on one twelfth of the annual retail levy of \$6.63 for each ICP for each retail customer.
- 2. From every industry participant on the first day of each month, a wholesale levy rate of 1.3997c /GJ based on gas purchases made directly from gas producers during the previous month.



# **Appendix A Work Programme**

# FY2023 Work Programme: Trusted Advisor to Government and Industry

## **Gas Market Settings Investigation Workstreams**

The Gas Market Settings Investigation was initiated by the Minister of Energy and Resources who wrote to Gas Industry Co and requested a report back. She noted that New Zealand has a legislated emissions target and that the Government has committed to 100 per cent renewable electricity by 2030. The Minister's concern was to ensure that current market, commercial and regulatory settings that provide for gas visibility and flexibility are fit for purpose in supporting the transition.

Gas Industry Co has investigated and reported on the issues. The report noted two key areas of focus coming from the report, along with dedicated workstreams needed to improve the operation of the gas sector during the transition.

#### Forecast activities in FY2023

Initiating and progressing the following workstreams identified in the Gas Market Settings Investigation final report:

- 1. Gas Transition Pathway;
- 2. Improving commercial arrangements supporting electricity security of supply;
- 3. 4 other workstreams to improve the operation of the gas sector during the transition:
  - a. Information availability to help enable participants and users to predict and plan better;
  - b. The regulatory framework for gas pipelines;
  - How gas supports energy needs that cannot be met by electricity (including green gases, avoiding and reducing emissions, and the viability of emission capture);
  - d. Additional mechanisms to ensure gas is available to industrial users in unexpected tight situations.

#### **Sector Coordinating Entity Role - COVID-19 Pandemic**

The COVID-19 pandemic has highlighted the importance of natural gas for maintaining security of energy supply. Gas Industry Co has continued to act as the sector co-ordinating entity for the gas industry to:

- collate industry information on any risks to the New Zealand gas industry arising from the COVID-19 outbreak to inform MBIE's weekly reporting to Cabinet; and
- provide MBIE with updates in relation to any emergent issues in the New Zealand gas industry.

#### Forecast activities in FY2023

Maintain a watching brief of COVID-19 activities and be prepared to step into the sector coordinating entity role as and when required.

# FY2023 Work Programme: Gas Governance

# **Critical Contingency Management**

The purpose of the Gas Governance (Critical Contingency Management) Regulations 2008 (CCM Regulations) is to achieve the effective management of critical gas outages and other security of supply contingencies without compromising long-term security of supply. The CCM Regulations provide for the appointment of a Critical Contingency Operation (CCO) and that role is responsible for determining, managing, and terminating critical contingencies, as well as associated activities such as stakeholder training and running exercises.

It is expected that Gas Industry Co will have made a recommendation to the Minister to amend the CCM Regulations during FY2022 and, subject to ministerial approval, will be working to implement any changes during FY2023.

#### Forecast activities in FY2023

- 1. Implement changes to CCM Regulations;
- 2. Monitor the CCO;
- 3. Assess the performance of the CCM Regulations;
- 4. Respond to CCM events by appointing/monitoring experts;
- 5. Monitor the annual CCM exercise; and
- 6. Process applications and renewals for priority designations in the areas of critical care, essential services, critical processing, and electricity supply as required.

#### **Electricity Price Review**

Gas Industry Co monitors governance arrangements in related industries to assess whether any changes may influence existing gas industry regulations, and if any changes to gas regulations are required in response.

The Government's Electricity Price Review made 32 recommendations about whether the electricity market delivers efficient, fair, and equitable prices to customers. Gas Industry Co considered it prudent to review whether those recommendations should apply to the gas market, given the similarities and links between the gas and electricity markets. Gas Industry Co consulted on its assessment of the application of the EPR recommendations to the gas market. Following this consultation process, Gas Industry Co developed new guidelines for:

- 1. Dealing with vulnerable gas consumers;
- 2. Raising consumer awareness of the Utilities Disputes and Powerswitch services; and
- 3. Managing saves and winbacks behaviour in the gas market.

Gas Industry Co is currently finalising these guidelines with a view to publishing final versions in the coming months.

#### Forecast activities in FY2023

- Follow up on steps taken by dual fuel retailers to comply with the guidelines in accordance with the 12-month review process in the guidelines (stand-alone gas retailers have 24 months to align their processes); and
- 2. Establish processes to progress any remaining EPR recommendations that are relevant to the gas market (e.g. processes for access to consumer consumption data, access to smart meter data).

### **Advanced Gas Metering**

Gas Industry Co is determining what changes are required to support the roll-out of advanced gas meters. This includes assessing if there is merit in changing the Gas (Switching Arrangements) Rules 2008 (Switching Rules) and the Gas (Downstream Reconciliation) Rules 2008 (Reconciliation Rules), and working closely with industry to ensure associated gas industry systems and rules are fit for purpose.

#### Forecast activities in FY2023

- 1. Continue to work with industry to ensure systems and rules are appropriate for advanced gas metering; and
- 2. Make a recommendation to the Minister if changes to the rules are required.

### **Retail Gas Contracts Oversight Scheme**

In 2010, Gas Industry Co established a Retail Gas Contracts Oversight Scheme. This was designed to assess retailers' contracts with residential and small commercial/industrial consumers, against a series of benchmarks of satisfactory customer expectations and outcomes. Reviews are undertaken by an Independent Assessor.

The most recent full review occurred 2018. There was 'substantial' compliance with the scheme.

This review process is carried out every three years. In FY2022 we decided to defer our assessment of retail contracts to allow us to consider the alignment of the Scheme with the outcomes of the EPR workstream. Our preference is to align the next assessment of retail contracts with our assessment of dual fuel retailers compliance with the guidelines developed as part of the EPR workstream. This is likely to take place in FY2023.

#### Forecast activities in FY2023

- 1. Consider the alignment of the Scheme with the outcomes of the EPR workstream;
- 2. Engage an Independent Assessor to carry out an assessment of retailers' contracts with residential and small commercial/industrial consumers, and advise retailers of the results of this assessment;
- 3. Review new-entrant retail contracts, as requested; and
- 4. Provide information to new entrant retailers to help them understand their obligations and the governance processes.

#### **Gas Distribution Contracts Oversight Scheme**

In 2012, Gas Industry Co established the Gas Distribution Contracts Oversight Scheme. This is an industry agreed scheme which assesses standard contracts between gas distributors' and gas retailers against a set of principles.

Gas Industry Co appointed an Independent Assessor in FY2014 who found that contracts offered by distributors exhibited 'substantial' alignment with the set of principles agreed upon.

Following the 2014 assessment, Gas Industry Co's assessments would be undertaken on an exceptions basis (as contracts are revised or replaced). In our most recent survey of distributors in 2020, no material changes had been made to distribution agreements since 2014. However, we understand that one distributor is currently working on a new agreement.

#### Forecast activities in FY2023

- 1. Liaise with distributors regarding new distribution contracts and undertake and assessment if a new contract is completed in FY2023;
- 2. Assess progress with executing new distribution contracts consistent with the Scheme principles; and
- 3. Report on next steps.

#### **Downstream Reconciliation**

The purpose of the Reconciliation Rules is to establish a set of uniform processes that will enable the fair, efficient, and reliable downstream allocation and reconciliation of downstream gas quantities.

In addition to business-as-usual activities such as managing the Allocation Agent, commissioning audits and investigating unaccounted for gas, Gas Industry Co will complete work on the D+1 project to incorporate daily allocations into the Reconciliation Rules. We will also carry out an RFP process to select and appoint a new Allocation Agent when the current contract expires at the end of 2023.

### Forecast activities for FY2023

- 1. Complete the D+1 project;
- 2. Carry out a tender process to appoint an Allocation Agent;
- 3. Assess ongoing performance of the Reconciliation Rules;
- 4. Monitor allocation results;
- 5. Commission performance and event audits as required;
- 6. Assess any outcomes from the audit reports; and
- 7. Make determinations under the Rules as required.

## **Switching and Registry**

The purpose of the Switching Rules is to establish a set of gas switching and registry arrangements that will enable consumers to choose, and alternate, efficiently and satisfactorily between competing retailers. The Switching Rules provide for a centralised database, the gas registry, which stores key technical parameters about every customer installation and facilitate and monitors each customer switch from initiation through to completion.

The Switching Rules provide for the appointment of a Gas Registry Operator. The appointment of the current Gas Registry Operator does not expire until 2025.

#### Forecast activities in FY2023

- Manage Registry Operator contract;
- 2. Assess the ongoing performance of the Switching Rules;
- 3. Monitor and report on switching statistics;
- 4. Make determinations under the Switching Rules as required;
- 5. Commission performance and event audits as required;
- 6. Continue to provide support to Powerswitch until new arrangements are created and/or the site becomes self-sustaining;
- 7. Follow up on any issues identified in the switching audits; and
- 8. Update Switching Rules in response to advanced gas meter roll-out.

## **Compliance and Enforcement**

The Gas Governance (Compliance) Regulations 2008 (Compliance Regulations) provide for monitoring and enforcement of the other gas governance rules and regulations. The compliance arrangements are designed as an efficient, low-cost means of determining or, where appropriate, settling rules/regulations breaches that raise material issues.

#### Forecast activities in FY2023

- 1. Appoint Rulings Panel;
- 2. Perform Market Administrator role;
- 3. Assess ongoing performance of the Compliance Regulations;
- 4. Assist Investigator and Rulings Panel as required; and
- 5. Monitor compliance trends for indications of regulatory inefficiency.

## **Statement of Intent and Annual Report**

The Gas Act requires that the industry body provide its Annual Report to the Minister of Energy and Resources within three months of the end of the financial year (the Minister then tables it in the House of Representatives). Similarly, annual Statements of Intent (SOI) are required to be submitted to the Minister for comment prior to being finalised and published.

#### Forecast activities in FY2023

- 1. Prepare and publish the SOI to meet statutory timeframes;
- 2. Provide the draft SOI to the Minister for comment prior to publication; and
- 3. Prepare and publish the Annual Report and meet requirements for tabling in Parliament.

#### **Other Reporting**

Gas Industry Co is required by the Gas Act to report on the present state and performance of the gas industry. It does this through a number of publications, including Switching Statistics, Quarterly Report and Industry Performance Measures.

#### Forecast activities in FY2023

- 1. Prepare and publish Switching Statistics and Industry Performance Measures; and
- 2. Continue engagement and communications for interested stakeholders.

# FY2023 Work Programme: Facilitating Industry Systems and Processes

#### **Information Disclosure**

In 2018 Gas Industry Co commenced a workstream to assess the level of information disclosure in the industry and consider options to address any issues found. As part of this workstream, the Information Disclosure: Problem Assessment paper ("Problem Assessment paper") was published in October 2019. This paper assessed possible information issues in 10 separate information elements. From the Problem Assessment paper, three projects were identified where Gas Industry Co should conduct further work:

- 1. Development of a Statement of Proposal (SOP) for the disclosure of gas production and storage facility outage information;
- 2. Development of a paper on gas contract price and volume information this project assesses whether a weighted average gas price would provide valuable insight into market gas prices; and
- 3. Development of a paper on major user outage information this project assesses whether major gas user outage information should be disclosed publicly.

The latter two papers should be completed by the end of FY2022.

The SOP phase of the first project was completed in FY2022, including stakeholder consultation on draft and final SOP papers. The conclusion from this work was that the regulatory objective is unlikely to be satisfactorily achieved by any reasonably practicable means other than through regulation. Gas Industry Co will make a recommendation to the Minister for gas governance regulations before the end of FY2022.

#### Forecast activities in FY2023

Subject to Ministerial approval of Gas Industry Co's recommendation, Gas Industry Co will proceed to implement a regulated solution for the disclosure of gas production and storage facility outage information.

#### **Gas Transmission Pipeline Access**

Gas Industry Co has a role in assessing changes to the terms of the Maui Pipeline Operating Code (MPOC).

We recently received a letter from the Major Gas Users' Group (MGUG) asking that Gas Industry Co consider issues around the transmission arrangements, including transmission pricing. Gas Industry Co considers that the suitability of the transmission arrangements during the energy transition is a matter that requires further consideration. MGUG's letter is relevant for Gas Industry Co's energy transition workstream as well as the work that the Commerce Commission is progressing regarding the price quality path reset and input methodology review under Part 4 of the Commerce Act.

### Forecast activities in FY2023

1. Liaise with Firstgas and the Commerce Commission to better understand the suitability of the transmission arrangements during the energy transition and any changes that may be progressed;

- 2. Be prepared to assume any role allocated to Gas Industry Co under the terms of the current gas transmission codes in relation to changes to the transmission access arrangements; and
- 3. Assess and action any changes to industry arrangements that may be required as a result of changes to the transmission codes (e.g. gas metering, gas quality, transmission security and reliability, interconnection, etc.).



# **Appendix B Key Industry Background**

- Gas is a key contributor to New Zealand, at around 20.7% of primary energy supply. In the past decade, the gas industry in New Zealand has undergone substantial change, transitioning from reliance on the large Maui field, to drawing supplies from multiple smaller fields.
- Gas is an important fuel for industrial, commercial, and residential consumers. In 2009, there were about 250,000 gas consumers; today, there are over 290,000.
- Gas Industry Co has developed a mix of formal rules and regulations (e.g. critical
  contingency management, reconciliation, switching) and non-regulated arrangements
  (e.g. retail contracts, distribution contracts) that are well-advanced in meeting the
  legislative and policy objectives and outcomes that the Government expects the industry
  to achieve.
- These arrangements have contributed to the development of a healthy downstream gas market. Key indicators include:
  - a. 11 distinct retail gas brands.
  - b. Over 99% of gas customers are connected to a network where seven or more retailers trade, suggesting that the retail gas sector is generally competitive throughout the North Island.
  - c. About 3,600 gas consumers switch gas supplier each month, which translates to an annual churn of about 14.5% of gas consumers. In 2020, around 80% of consumer switches are completed within three business days; 97% are completed within 7 business days.
  - d. 67% of residential consumers have switched retailer at least once in the past ten years; 51% of small commercial, 56% of large commercial sites, and 52% of large industrial sites have switched at least once.
  - e. Average annual unaccounted-for gas (UFG) over the past year stands at about 1.5% (compared with about 2% in 2009).

# **About Gas Industry Co**

Gas Industry Co is the gas industry body and co-regulator under the Gas Act. Its role is to:

- Develop arrangements, including regulations where appropriate, which improve:
  - the operation of gas markets;
  - access to infrastructure; and
  - consumer outcomes;
- Develop these arrangements with the principal objective to ensure that gas is delivered to existing and new customers in a safe, efficient, reliable, fair and environmentally sustainable manner; and
- Oversee compliance with, and review such arrangements.

Gas Industry Co is required to have regard to the Government's policy objectives for the gas sector, and to report on the achievement of those objectives and on the state of the New Zealand gas industry.

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