

Request for consumer consumption information

Procedures

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Version control

Version	Updated	GIEP reference	Comments
1.0	28 July 2026	GIEP13 Procedures	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: Not set. No industry consensus reached.

Introduction

This document sets out procedures that apply to retailers when they respond to consumer requests for their own gas consumption information. The document also contains information that will assist consumers and their agents to make requests for consumption information.

A gas retailer means any person who supplies gas to another person or other persons for any purpose other than for resupply by the other person or persons.

What information must retailers provide?

If a retailer has supplied a consumer in the past 24 months, the retailer must give the consumer (or their agent) the following information on request:

- a) Information used by the retailer to calculate the amount of gas used by the consumer at each installation control point (ICP) where the retailer supplied gas to the consumer.
- b) Information used by the retailer to provide a service to the consumer about the amount of gas used at each of the ICPs where the retailer gas to the consumer.

An example of a service to a consumer is a secure website that provides consumption information. This consumption information could be monthly or daily.

A retailer must provide consumption information regardless of if this information is validated or not.

Monthly aggregated consumption information will usually be 12 records a year. Advanced gas meter daily consumption data will usually be 365 records a year.

What if a consumer switches retailers?

This applies to situations where a consumer is initially supplied by Retailer A but later switches to Retailer B. After the switch, Retailer A (the losing retailer) is still required to hold consumption information for its former consumer, but for a diminishing period of time. Once 24 months has elapsed from the date of the switch, Retailer A has no further obligation to hold information for the consumer.

Retailer B picks up the obligation to hold new information for the consumer it has won from Retailer A, starting from the switch date. The amount of information Retailer B is required to hold builds up until 24 months has elapsed from the switch date, at which point it must always retain at least the last 24 months of information.

Within 24 months following a retailer switch, a consumer that seeks all of its consumption information will need to make at least two requests; one request each to Retailer A and Retailer B and possibly additional requests to subsequent retailers if the consumer has switched more than once in the 24-month period. When aggregated, the information received by the consumer or agent should be contiguous across the switch date(s).

How can a consumer request its consumption information?

A consumer must be able to request its consumption information by:

- a) Phone call to the retailer
- b) Written request to the retailer, transmitted by email or post

In addition to the method identified in paragraph immediately above, if the retailer has provided a suitable facility, a consumer may request its consumption information by electronic request. E.g. via a website or a smartphone application.

If a consumer authorises an agent to act on its behalf to request the consumer's consumption information from a retailer, the agent is encouraged to make the request by transmitting an electronic request formatted in accordance with Gas Information Exchange Protocol (GIEP) 13C.

Can a retailer charge a fee for providing consumption information?

A retailer may impose a reasonable charge only if the consumer (including any agent acting on behalf of the consumer) has made more than four requests in the preceding 12 months.

When must a retailer advise its consumers of the availability of consumption information?

At least once in each calendar year, each retailer should notify each of its consumers of the consumer's right to access its consumption information. Retailers should notify their consumers using the method they normally use to communicate important information to individual consumers.

What must retailers do to keep information secure?

Retailers must:

- a) Be satisfied as to the identity of the consumer making the request for consumption information.
- b) Ensure that only the requestor receives the information.

Each retailer must develop and implement processes that ensure that only the appropriate consumer or its agent receives consumption information in accordance with:

- a) A retailer to which a request is made must give the information to the consumer no later than 5 business days after the date on which the request is made.
- b) A retailer must not charge a fee for responding to a request, but if a consumer makes more than four requests in the 12-month period, the retailer may impose a reasonable charge for further requests in that period.

What if a request comes from a consumer's agent?

A consumer may authorise an agent to request the consumer's consumption information. An authorised agent may include a third-party agent acting for the consumer, or the consumer's current retailer acting as the consumer's agent to request consumption information from a previous retailer that supplied the consumer within the previous 24 months.

A consumer's authorised agent is encouraged to use GIEP13C to request consumption information on behalf of the consumer for GIEP13B. This request is counted as a single request for the purposes the number of requests that can be made in a 12-month period.

An authorised third-party agent acting for a consumer may apply to access the Gas Registry for the purpose of sending and receiving GIEP files relating to the consumer's consumption information request. Where the third-party agent is not a gas industry participant, the agent may be listed in the Gas Registry as a non-participant agent for this purpose. Access to the Gas Registry will be limited to the functions necessary to transmit and receive the relevant GIEP files and does not alter the retailer's obligation to satisfy itself that the agent is properly authorised by the consumer before releasing consumption information.

What are the timeframes for responding to a request?

If a valid request is made a retailer must make reasonable endeavours to give the information to the consumer or their agent no later than 5 business days after the date on which the request is made.

Where a retailer receives a request via GIEP13C it must within 2 days of receipt or as soon as reasonably practicable, upon receiving the request undertake all reasonable endeavours to satisfy itself that there are no grounds for refusing the request.

If the retailer considers that there are grounds for refusing the request, the retailer must, before refusing the request:

- a) consider whether any further information could reasonably be provided by the agent to satisfy the retailer; and
- b) request any such further information from the agent.

A request for further information from an agent must be made within 2 days of the receipt of the request, or as soon as reasonably practicable.

If, after receiving further information, the retailer no longer considers there to be grounds for refusal, the retailer must provide the requested information within 5 days of receiving that further information, or as soon as reasonably practicable.

What format and transfer method must the retailer use to provide consumption information?

Gas Industry Co's published procedures consist of:

- a) This document

- b) GIEP13B, which specifies the formats that must be used when providing summary consumption information either electronically or in printed form to consumers or their agents. This format also provides for the retailer to respond to the agent if the retailer rejects the request.
- c) GIEP13C, which is the electronic request file format that an agent may use to request a consumer's consumption information from a retailer.

GIEP13B: Summary consumption information

GIEP13B:

- a) Is an electronic file format used by a retailer to respond to a request from a consumer or consumer's agent for the consumers billed consumption information that the retailer has supplied to the consumer.
- b) Is designed as a standardised electronic information exchange format to report a consumer's summary consumption information.
- c) Specifies a CSV file format intended for a machine-to-machine information transfer and extraction in a printed tabular format.
- d) Provides for summarised consumption information as a date and time series. The difference between the start date and time and end date and time for each record is the period that the reported consumption occurred over.
- e) Provides for the retailer to determine that the request is invalid (rejected), and return the GIEP type requested to the requester, with a valid rejection code included that identifies the reason for rejection of the specific ICP request

The manner in which information will be provided is electronic or hard copy by post, and will be chosen by the consumer and may be transferred via either:

- a) A valid email address; or
- b) Hard copy posted to the consumer

GIEP13B only applies where a consumer has requested the information and the retailer does not already make equivalent information available to consumers, at no cost, via the retailer's website.

GIEP13C: Electronic request format for GIEP13B

GIEP13C:

- a) Is an electronic file format used to request consumption information from a retailer
- b) Is primarily designed for use by an agent (which could include another retailer) authorised by the consumer to act on its behalf
- c) Specifies a CSV file format intended for a machine-to-machine information request
- d) Must be transmitted to the retailer via the GIEP Transfer system in the Gas Registry

Allows an agent to request consumption information for consumers and formatted using GIEP13B.

If a retailer receives a GIEP13C-formatted request, the retailer must assure itself that the GIEP13C format has been complied with.

If the retailer determines that the request is valid (accepted), it must make reasonable endeavours to transmit an electronic file containing the consumption information to the requester, formatted using the requested file format (i.e. GIEP13B) within 5 days its receipt.

If the retailer determines that the request is invalid (rejected), it must make reasonable endeavours to transmit an electronic file containing the rejection information to the requester, formatted using the requested file format (i.e. GIEP13B) within 2 business days of the request being made.

The response, whether an acceptance or a rejection, must be transmitted to the requester via the GIEP Transfer system in the Gas Registry.

To ensure that a repeat request for information is correctly processed, GIEP13C contains a field for a unique number termed the “Consumer Authorisation code”. This field is optional and is only required to be used if the retailer and agent have agreed a code. The consumer Authorisation code may provide a time and consumer boundary within the retailer’s system, to ensure that only the appropriate information is released.