



Recommendation to the Minister of Energy and Resources to amend the Switching Rules and Reconciliation Rules

11 December 2014

Including Appendix
Marked-up Switching Rules





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.

Gas Industry Co's corporate strategy is to 'optimise the contribution of gas to New Zealand'.

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Executive summary

Gas Industry Co recommends that the Minister of Energy and Resources (the Minister) approves the amendments to the Gas (Switching Arrangements) Rules 2008 (the Switching Rules) and Gas (Downstream Reconciliation) Rules 2008 (the Reconciliation Rules) detailed in Appendix A and otherwise discussed in this document.

The amendments result from two separate Gas Industry Co projects. The first set of amendments (affecting the Switching Rules) relates to the Gas Registry amendments project, which seeks to enhance the operation of the Gas Registry (the Registry) and arrangements for customer switching. The second set of amendments (affecting the Switching Rules and the Reconciliation Rules) forms part of a framework for addressing retailer insolvency in the gas market. A summary of the two sets of proposals follows.

Gas Registry amendments

The proposed amendments respond to recommendations from audits and otherwise build on experience with the operation of the Switching Rules and the Registry in the five years since go-live. The proposals benefit from the input of an industry working group, the Registry Amendments Project Team (the RAPT), and follow a consultation process via a Statement of Proposal on Gas Registry Amendments and subsequent analysis of submissions.

The proposed amendments support the purpose of the Switching Rules and the purpose of the Registry. In particular they seek to:

- increase the accuracy and efficiency of retailers' conversion of metered volumes to energy by adding additional metering fields to the Registry;
- increase oversight of the quality and maintenance of information in the Registry by requiring Registry participants to undergo performance audits;
- better align switching for dual fuel customers by reducing the maximum timeframe for gas switches from 23 business days to 10 business days; and
- make minor amendments to the switch process and the ICP¹ life cycle to better reflect the reality of commercial arrangements in the gas market.

Before this set of recommended changes can be fully implemented there would need to be changes to the Registry as well as time allowed for data cleansing, population and testing. Accordingly, Gas Industry Co has made provision for an Amendment Date in the proposed, amended Switching Rules,

¹ ICP, or installation control point, is the industry term for a customer's point of connection with the network. The gas registry holds a record for each ICP with fields that define that ICP's key characteristics and the history of any changes.

which will serve as the go live date for the Registry changes as well as the effective date of the amendments to the Switching Rules. It is proposed that the Amendment Date will be determined by Gas Industry Co and notified via publication in the NZ Gazette.

Framework for addressing retailer insolvency

Following the repeal of the Gas Governance (Insolvent Retailers) Regulations 2010 (IR Regulations) to address the failure of gas retailer E-Gas, Gas Industry Co embarked on a policy development process to identify the problems created by retailer insolvency, evaluate possible options in response, and determine a preferred approach.

On 16 April 2013, Gas Industry Co provided advice to the Minister that permanent backstop regulation is not necessary for managing instances of retailer default, but that Gas Industry Co should develop (with assistance from the industry) drafting instructions for regulations that could be tailored and implemented under urgency in the rare circumstances they were needed. On 17 September 2013, the Minister endorsed Gas Industry Co's proposed approach.

Accordingly, Gas Industry Co convened the Insolvent Retailers Working Group (IRWG), whose purpose was to aid the development of a framework for gas retailer insolvency arrangements. The proposals in this Recommendation form part of the framework; they follow from the IRWG's discussions and subsequent consultation on a Draft Decision Paper.

The proposed framework for addressing retailer insolvency has three elements.

1. Amendments to the Switching Rules that:

- define what insolvency means in this context;
- prescribe the contents of a data exchange file format;
- enable the industry body to request information from the insolvent retailer; and
- allow the industry body to transfer vacant and inactive ICPs whose responsible retailer, as listed in the Registry, is no longer trading.

2. Amendments to the Reconciliation Rules to clarify that a retailer's obligations to provide allocation data survive that retailer's exit from the market, either through insolvency or other reason.

3. Drafting Instructions that are:

- based on the previous insolvency regulations; but
- written more generically, to allow them to be tailored to a specific insolvency situation; and

- designed to reflect the suggestions and discussions in the IRWG meetings regarding transferred terms and conditions, the identification of recipient retailers, and the transfer of transmission capacity.

The amendments to the Switching Rules and Reconciliation Rules are considered minor and technical so they have been combined with the Gas Registry amendments into a single Recommendation. The drafting instructions would be utilised only if, and when, any gas retailer insolvency occurs, on recommendation by Gas Industry Co under section 43P of the Gas Act. Gas Industry Co is currently finalising the drafting instructions and will update the Minister when the broader framework is complete.

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1

Introduction and background

1.1 Overview

This Recommendation to the Minister of Energy and Resources (the Recommendation) focuses on amendments to the Gas (Switching Arrangements) Rules 2008 (the Switching Rules or the Rules) and to the Gas Registry (the Registry) that have arisen from the Gas Registry amendments project. The amendments seek to better achieve the purpose of the Rules and of the Registry. The purpose of the Rules and the Registry are:

Purpose of the Rules

To establish a set of gas switching and registry arrangements that will enable customers to choose, and alternate, efficiently and satisfactorily between competing retailers.

Purpose of the Registry

To facilitate efficient and accurate switching of retailers by customers; and

To provide an authoritative database of current and historical information on all ICP parameters, to facilitate accurate billing of consumers and allocation of charges to retailers; and

To provide a mechanism by which the accuracy and timeliness of information provided in relation to an ICP is controlled and recorded.

The Registry has been operational since March 2009. As with all new arrangements, once there has been time to observe how they operate, refinements are often desirable. In the time the Registry has been operational, feedback has been received from Registry participants on areas that have caused ambiguity or inaccuracies for their operational teams. Recommendations have also been made in performance audits under the Gas (Downstream Reconciliation) Rules 2008 (the Reconciliation Rules) on improvements to information held in the Registry.

Gas Industry Co, in conjunction with industry participants, has undertaken a review of the Switching Rules and the operations of the Registry in order to address all of the concerns that have been expressed over this time. This Recommendation is the result of this process and focuses on a series of minor to moderate changes to improve customer switching and the Registry system.

In addition, the Recommendation includes minor changes to each of the Switching Rules and the Reconciliation Rules designed to ensure continued gas market integrity in the event of a gas retailer

insolvency. Gas Industry Co has taken the opportunity to recommend these minor and technical amendments—which have arisen from a separate project on managing retailer insolvency—at the same time as the changes coming out of the review of the Switching Rules and Registry.

1.2 The Rules and the Registry

The Rules were gazetted in February 2008 after a Recommendation to the Minister in May 2007. After a competitive tender process, Jade Software Corporation (Jade) was appointed as Registry Operator on 1 September 2008 with contracts to establish and operate the Registry. The Registry went live on 1 March 2009 and has operated successfully since then. The Registry holds information on 325,000 ICPs and since go live almost 240,000 switches involving 140,000 customers have been completed. That represents a switching rate that is at least three times the rates seen before the Rules went live.

Minor and technical amendments were made to the Rules in 2009, which sought to clarify certain rules around the switch process and remove transitional arrangements from the Rules. The current amendments being proposed to the Rules and the Registry result from the first *substantial* review of the Rules since they were gazetted.

1.3 Motivation for gas registry amendments

One of the principal drivers for the current Recommendation is to improve the reliability and accuracy of retailer billing processes by adding additional metering fields to the Registry. Between 2009 and 2011, several gas gate audits² and retailer performance audits³ were performed under the Reconciliation Rules which had implications for the Switching Rules and the Registry. It was discovered that errors in the interpretation of meter reads and in the application of billing factors such as meter pressure, meter multipliers, temperature correction and altitude correction were contributing to significant amounts of unaccounted-for-gas (UFG) at audited gas gates and across audited retailers.

The errors identified in sample ICPs will be reflected in the broader population, and where they have been identified at the four audited gas gates, will almost certainly exist at other gas gates. It is therefore reasonable to assume that these issues are contributing to some thousands of gigajoules⁴ of UFG per year.

The audit reports repeatedly resulted in recommendations such as the following:

- that meter owners be required to undergo performance audits to ensure the processes for recording and reporting metering set-up information are robust;

² Event audits were performed at the Greater Auckland, Tawa A, Palmerston North and Greater Hamilton gas gates. All audit reports are published on the Gas Industry Co website: <http://gasindustry.co.nz/work-programme/market-administration/reports-allocation-agent-and-auditors>

³ Performance audits are conducted to test whether retailers' systems are compliant with the Reconciliation Rules.

⁴ A gigajoule is equivalent to 277.7 kWh

- that the Switching Rules be amended to include meter pressure, meter multiplier and meter dials as Registry fields that are maintained by meter owners; and
- that the Switching Rules be amended to include an accuracy requirement for altitude information populated by distributors

These recommendations provided the stimulus for a project to add additional metering fields to the Registry (meter pressure, meter multiplier and register reading digits) and distributors have since updated altitude data to meet the ± 10 metres accuracy requirement set out in NZS5259⁵. In addition, the Registry has now been operational for over five years and as with all new arrangements, once there has been time to observe how they operate, refinements are often desirable. In the time the Registry has been operational, feedback has been received from Registry participants on areas that have caused ambiguity or inaccuracies for their operational teams.

1.4 Motivation for work on retailer insolvency

Following the repeal of the Gas Governance (Insolvent Retailers) Regulations 2010 to address the failure of gas retailer E-Gas in 2010, Gas Industry Co embarked on a policy development process to identify the problems created by retailer insolvency, evaluate possible options in response, and determine a preferred approach.

On 16 April 2013, Gas Industry Co provided advice to the Minister that permanent backstop regulation is not necessary for managing instances of retailer default, but that Gas Industry Co should develop (with assistance from the industry) drafting instructions for regulations that could be tailored and implemented under urgency in the rare circumstances they were needed. On 17 September 2013, the Minister endorsed Gas Industry Co's proposed approach.

Accordingly, Gas Industry Co convened the Insolvent Retailers Working Group (IRWG), whose purpose was to aid the development of a framework for gas retailer insolvency arrangements. As discussed below, the proposals in this Recommendation follow from the IRWG's discussions.

Gas Industry Co has also considered the Electricity Authority's (EA) work on electricity retailer insolvency. There is limited scope for insolvency approaches to be coordinated, since the gas market differs markedly from the electricity market in that gas is sold via bilateral contracts, rather than through a gross pool. This difference means that there are different concerns in the event of a retailer insolvency. Further, the empowering provisions in the Gas Act 1992 (Gas Act) provide different, and narrower, regulatory powers than those that the EA is able to command.

Proposed Framework

The proposed framework for addressing retailer insolvency has three elements:

⁵ NZS5259 is the New Zealand Standard for gas measurement.

Category	Proposal
Amendments to the Switching Rules	<ul style="list-style-type: none"> • Define what insolvency means in this context • Prescribe the contents of a data exchange file format • Enable the industry body to request information from the insolvent retailer • Allow the industry body to transfer vacant and inactive ICPs whose responsible retailer, as listed in the registry, is no longer trading.
Amendments to the Reconciliation Rules	<ul style="list-style-type: none"> • Clarify that a retailer's obligations to provide allocation data survive that retailer's exit from the market, either through insolvency or other reason.
Drafting Instructions	<ul style="list-style-type: none"> • Based on the previous insolvency regulations; but • Written more generically, to allow them to be tailored to a specific insolvency situation • Reflect the suggestions and discussions in the IRWG meetings regarding transferred terms and conditions, the identification of recipient retailers, and the transfer of transmission capacity.

This Recommendation puts forward the amendments to the Switching Rules and the Reconciliation Rules outlined above, which are deemed to be minor and technical. Gas Industry Co considers it is efficient to combine these amendments with those arising from the Gas Registry amendments project in order to provide a single set of rule changes to the Minister. We are currently finalising the drafting instructions and will update the Minister when the broader framework (including the non-regulatory aspects) is complete.

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Legislative requirements

2.1 Statutory context

Regulatory objective

The Government Policy Statement on Gas Governance 2008 (the GPS) sets out the Government's objectives and outcomes for governance of the New Zealand gas industry, and its expectations for industry action. Under section 43ZO of the Gas Act 1992 (the Act), Gas Industry Co must have regard to the objectives and outcomes set out in the GPS when making recommendations to the Minister for gas governance rules or regulations. With regard to switching and the Registry, the GPS seeks the following outcome:

Effective and efficient customer switching arrangements that minimise barriers to customer switching.

The Industry Body's principal policy objective for the gas industry, as stated in section 43ZN of the Act, is:

To ensure that gas is delivered to existing and new customers in a safe, efficient, and reliable manner.

The GPS echoes and expands on that principal policy objective as follows:

To ensure that gas is delivered to existing and new customers in a safe, efficient, fair, reliable and environmentally sustainable manner.

The GPS also includes a series of other objectives, two of which are relevant to switching insofar as the ability to switch retailers with ease makes it more likely that customers can pursue the best deals and stimulates competition and efficiency. Those two objectives are:

- (b) barriers to competition in the gas industry are minimised;
- (d) delivered gas costs and prices are subject to sustained downward pressure.

It is against this regulatory background, as well as the context of the purpose statements for the Rules and the Registry, that the recommendations in this document have been evaluated. The recommendations seek to improve the operation, accuracy and efficiency of the Registry and the consumer switching process as well as improving the accuracy and reliability of consumer billing and, by association, improving outcomes for downstream reconciliation.

Rule-making powers for Registry amendments

Section 43G(2)(c) of the Act provides that gas governance regulations⁶ may be made for the following purpose (amongst others):

providing for arrangements to enable consumers to switch gas retailers.

Rule-making powers for retailer insolvency

Section 43G(2)(d) of the Act provides that the purpose for which regulations may be made in respect of retailer insolvency is:

providing a system of transition arrangements for **consumers in the event of a gas retailer becoming insolvent**, and requiring industry participants to comply with that system, with the **objective of protecting consumers or managing the liabilities of other gas retailers** (emphasis added).

Note that this empowering provision clearly limits the transition arrangements to situations in which a gas retailer has become insolvent – intervention is not possible for a potential or likely insolvency. Another key point to note is that the purpose for which such regulations may be made must have the objective of protecting consumers or managing the liabilities of other gas retailers. Any regulatory solution should also meet the principal objective of the industry body under the Act as set out above. The GPS expects Gas Industry Co to pursue, for the benefit of consumers, the outcome that ‘contractual arrangements between gas retailers and small consumers adequately protect the long-term interests of small consumers.’

In addition, any regulatory arrangement that Gas Industry Co recommends to manage retailer insolvency must be consistent with the Companies Act 1993, the Receiverships Act 1993, and the Corporations (Investigation and Management) Act 1989, as any such regulations will be subordinate to those Acts.

The rule amendments in this Recommendation are considered to fall clearly within the rule-making powers of the Act.

2.2 Gas Act requirements for recommending rule changes

Sections 43L, 43N and 43Q of the Act set out the requirements for making recommendations for gas governance regulations or rule changes.

Under section 43L, before making a recommendation to the Minister for any gas governance regulation or rule changes, Gas Industry Co must:

- (a) undertake an assessment under section 43N; and

⁶ Section 43Q provides that the Minister may make a rule for all or any of the purposes for which a gas governance regulation may be made.

- (b) consult with persons that Gas Industry Co thinks are representative of the interests of persons likely to be substantially affected by the proposed rule changes; and
- (c) give those persons the opportunity to make submissions; and
- (d) consider those submissions.

Section 43N(1) requires that, before making a recommendation to the Minister for any gas governance regulations or rule changes, Gas Industry Co must:

- (a) seek to identify all of the reasonably practicable options for achieving the objective of the [rule change]; and
- (b) assess those options by considering:
 - (i) the benefits and costs of each option; and
 - (ii) the extent to which the objective would be promoted or achieved by each option; and
 - (iii) any other matters considered to be relevant; and
- (c) ensure that the objective of [the proposed Rule change] is unlikely to be satisfactorily achieved by any reasonably practicable means other than the making of the [rule change]; and
- (d) prepare a statement of proposal for the purpose of consultation under section 43L(1).

A simplified process can apply in the following circumstances under section 43N(3) of the Act:

The Industry Body... is not required to comply with subsection (1) if it is satisfied that the effect of the recommendation is minor and will not adversely affect the interests of any person in a substantial way.

In the case of the Gas Registry amendments project, Gas Industry Co followed a process that involved issuing a comprehensive Statement of Proposal⁷ on the proposed changes, receiving and considering submissions, engaging with submitters where needed to clarify their suggestions, amending the proposal as a result of consultation, and preparing this Recommendation. Similarly, for the Insolvent Retailers work, this Recommendation is the culmination of a process involving an initial discussion paper, options paper, and subsequent draft decision paper published in October 2014⁸. Industry submissions have been considered at each stage of this process. We consider that we have met the requirements of sections 43L, 43N, and 43Q of the Act.

⁷ The *Statement of Proposal on Gas Registry Amendments* is available on the Gas Industry Co website: <http://gasindustry.co.nz/work-programmes/switching-and-registry/policy-development/#registry-amendments-project-2014/statement-of-proposal-2014/>

⁸ All papers can be found on the Gas Industry Co website: <http://gasindustry.co.nz/work-programmes/insolvent-retailers/>

3

Consultation and engagement with stakeholders

This Recommendation has been informed by extensive consultation and engagement with stakeholders. With both sets of amendments to the Rules, key stakeholders were engaged to be part of a working group to discuss the possible changes, as well as to be kept up to date with the group's progress. Formal feedback has been received and analysed during consultation on each workstream and stakeholders have been engaging informally with Gas Industry Co for each process.

3.1 Gas Registry amendments

RAPT

The Registry Amendments Project Team (the RAPT) was established in February 2014 after nominations were invited in late 2013. The seven member team comprised individuals drawn from a cross section of Registry participants, who were appointed for their expertise in switching and Registry processes. Specifically, a majority of the industry's retailers and meter owners were present. The key role of the RAPT was to provide expert advice to Gas Industry Co on matters assigned to it according to the *Key Deliverables and Milestones* section set out in its *Terms of Reference*⁹ and further detailed in the *Suggested Improvements to the Registry*¹⁰ document circulated prior to the meetings. Various non-regulatory changes were also discussed.

The RAPT met three times in 2014 to discuss the proposals set out in the *Suggested Improvements* document. At each of these meetings, members were able to raise any additional issues that they felt needed discussing in relation to the ongoing operation of the switching and Registry system. In the last of these three meetings, RAPT members agreed on what changes they believed Gas Industry Co should put forward for wider industry consultation within the Statement of Proposal.

Informal stakeholder engagement

A meeting of all meter owners was held on 16 April 2014, to focus on details of changes that required meter owner specific input.

⁹ http://gasindustry.co.nz/sites/default/files/u254/rapt_terms_of_reference_183247.3.pdf

¹⁰ Available on the Gas Industry Co website as part of the material for the first RAPT meeting: <http://gasindustry.co.nz/work-programmes/switching-and-registry/policy-development/#registry-amendments-project-2014/>

Gas Industry Co engaged informally with stakeholders who were not members of the RAPT. In order to capture all interested parties within each organisation, the call for nominations for the RAPT included an invitation to be a part of a distribution list that received all meeting minutes and correspondence. In addition to this, stakeholders who were not represented on the group were briefed by Gas Industry Co during the consultation phase of the Statement of Proposal.

Statement of Proposal on Gas Registry Amendments

Gas Industry Co considered recommendations from the RAPT, as well as various informal stakeholder comments and its own experience in preparing the Statement of Proposal, which was published for consultation on 13 August 2014. Publication of the Statement of Proposal was notified to Gas Industry Co's list of stakeholders, comprising over 200 individuals and covering approximately 100 organisations.

Six submissions were received from retailers, transmission and distribution system owners and meter owners.¹¹ The majority of responses to the questions posed in the Statement of Proposal supported the proposed changes. Where written submissions did not support what was being proposed, or suggested alternate solutions, submitters were contacted by Gas Industry Co so that their concerns could be more fully understood.

RAIG

Preliminary meetings of the Registry Amendments Implementation Group (RAIG)—a working group assembled to assist with the transition process of the Gas Registry amendments—were held in October and November 2014. The RAIG has a similar composition to the RAPT, with members covering a majority of retailers, meter owners and distributors. Gas Industry Co is also maintaining direct contact with all registry participants who aren't represented in the RAIG to keep them up to date on progress. The main focus of the RAIG is data cleansing and coordination of UAT prior to go live, but the first meetings were used to discuss the submissions on the Statement of Proposal and finalise the drafting and functional changes.

3.2 Framework for addressing retailer insolvency

Engagement with the industry on retailer insolvency began in late 2010 in order to deal with the E-Gas liquidation. It has continued since then in various forms as detailed in the table below.

Consultation/Engagement	Key outcomes and conclusions
Retrospective consultation on IR Regulations and Recommendation to the Minister	<ul style="list-style-type: none">• Industry agreement that IR Regulations should be revoked, as they were specific to the E-Gas situation and may not always be appropriate as an ongoing tool for managing retailer insolvency.

¹¹ The technical nature of the material made it most unlikely that end users would engage in the consultation process. Based on the high compliance with the Rules and the lack of switching-related complaints, Gas Industry Co is confident that the Rules are meeting the needs of end users.

Consultation/Engagement	Key outcomes and conclusions
March 2011 – May 2011	<ul style="list-style-type: none"> • Further policy work required to assess desirability and possible content of a generic, long-term solution.
<p>Castalia Strategic Advisors report and consultation</p> <p>June 2012</p>	<ul style="list-style-type: none"> • The consumption of gas by ‘orphan consumers’ (consumers who no longer have a supply contract with a solvent retailer) is a market failure, as it imposes costs on remaining retailers who have no contractual relationship with the orphan customers; but • Since insolvent retailers have incentives to maximise the value of their business, and viable retailers have incentives to grow their business, it is likely that the customers of an insolvent retailer will be sold to another retailer. The outcome of orphan consumers occurring would therefore be a low probability outcome of a rare event (i.e. insolvency). • Permanent backstop arrangements may distort parties’ incentives in the case of an insolvency, leading to higher costs and/or a less efficient outcome; they may also lack the flexibility to manage the specific factors of any particular insolvency.
<p>Options paper and consultation</p> <p>December 2012</p>	<ul style="list-style-type: none"> • Normal insolvency arrangements are sufficient for managing most retailer insolvencies. • Permanent regulations for retailer insolvency are not needed; preferred option is drafting instructions that can be tailored and implemented in the rare event regulatory intervention is required. • Solution needs to be developed for non-consuming ICPs of the insolvent retailer; i.e., the vacant and inactive ICPs on the Registry.
<p>Insolvent Retailers Working Group</p>	<p>Policy framework needs to include the following aspects, which may be best placed in the Switching Rules:</p> <ul style="list-style-type: none"> • process for transfer of all ICPs on the Registry belonging to the insolvent retailer, irrespective of status; and • process, content, and format for obtaining information about the insolvent retailer’s customer base. <p>Other points that were debated include:</p> <ul style="list-style-type: none"> • triggers for regulatory action following a retailer insolvency; • criteria for recipient retailers and whether there should be an opportunity to opt out; and • the terms and conditions that should apply to transferred customers.
<p>Draft decision paper</p> <p>October 2014</p>	<p>Proposal of a three part framework incorporating a set of drafting instructions, amendments to the Switching Rules and a minor amendment to the Reconciliation Rules</p>

4

Proposed changes to the Switching Rules

This chapter outlines the recommended amendments to the Switching Rules. A more complete description of the issues is set out in the background papers referred to in the previous section. Where the recommendation differs from the proposal presented in the Statement of Proposal in light of consultation, it is noted in the discussion below. Appendix A contains the proposed amended Rules in the form of mark-ups.

4.1 Gas registry fields

The core fields were recommended for implementation in various participant audits, as discussed in section 1.3. They are integral to the energy conversion process, and errors in these parameters have repeatedly led to UFG being smeared across retailers and ultimately billed to the customer.

The fields that are being recommended are:

- Core metering fields
 - Meter pressure (the gauge pressure at the point at which the volumetric measurement is taken, expressed in kilopascals)
 - Register reading digits (the number of moving dials on a meter register that represent whole units, plus any painted or fixed digits that represent whole units)
 - Register multiplier (the factor by which a quantity taken from a register reading is multiplied in order to convert to cubic metres)
- TOU flag (used to indicate a meter which has an associated datalogger to allow register readings or gas consumption to be recorded automatically at pre-determined intervals)

The inclusion of these additional fields in the Registry aims to:

- better identify and avoid errors in the conversion of metered volumes to energy quantities; and

- further the purpose of the Registry, which is to provide an authoritative database of ICP information.

The RAPT discussed several further options to improve the energy conversion process. These included further metering fields for time-of-use (TOU) sites, detailing operational parameters of individual components of the gas measurement system (GMS), as well as additional distributor fields. These options had all been previously suggested to Gas Industry Co by participants in the last five years, and were discussed with the RAPT to determine their value to the industry as a whole.

As TOU sites are generally account-managed, the additional parameters for TOU sites are information that is communicated between participants during a switch, and verified with the meter owner, irrespective of what is present in the Registry. Members of the RAPT did not believe that adding these fields to the Registry would add significant value, especially as the change was expected to force significant cost on meter owners to synchronise their systems with the Registry. It was also recognised that, with less than 600 TOU sites out of over 300,000 gas installations, the existing (non-regulatory) approach to information exchange is a pragmatic, fit-for-purpose solution. For these reasons this change was not supported. This was consistent with the feedback from submitters on the Statement of Proposal.

The addition of further distributor fields (longitude/latitude, maximum & minimum pressure etc.) were similarly not supported, for lack of added benefit relative to the cost of implementation.

The addition of the core metering fields will necessarily add to the content of notification and list files routinely requested from, and produced by, the Registry, and downloaded by retailers into their systems. In order to minimise the immediate impact of the change on participants' systems, file versioning will be implemented allowing participants to download files with the current file format until their systems are developed to accept the additional fields. As all additional information is also transferred during the switch process, this transition arrangement does not impact on the value of the change. Participants will have a minimum of 12 months in which to update their systems, after which the file versioning capability will be turned off.

Core metering fields

As discussed in the background to this Recommendation, since the Registry went live, several gas gate and participant audits have identified ongoing issues with the accuracy of these data sets in retailers' systems. These inaccuracies have led to errors in the meter read and energy conversion processes, which result in UFG that will be ultimately charged back to all customers on the network. A recommendation that repeatedly came out of these audits was to bring this information into the Registry in order for retailers to have access to the more accurate sets of data maintained by the respective meter owners.¹²

¹² While the meter owner datasets are not foolproof, the audits have revealed that, based on sampling, the meter owner databases are significantly more reliable than those of the retailers.

The importance of the three fields is recognised in the Rules by the requirement on an incumbent retailer to provide their values via the gas transfer notice (GTN) to the new retailer when completing a switch. Thus the information flows from the old retailer's billing system to the new retailer's billing system. Meter owners can also supply this information to retailers, either on request or as part of the monthly billing cycle.

An issue arises when the incumbent retailer passes on values that are different to the information held by the meter owner. The new retailer does not know which is the correct information and its existing system is built to receive (and use) the information supplied in the GTN. Adding these fields to the Registry will provide transparency of the information direct from the authoritative source.

If the fields are added they will become mandatory for the meter owner to populate; however, the proposal is that they will not be populated for TOU sites, where the pressure is generally dynamically measured (rather than assumed to be fixed by the regulator), and the reading digits and register multiplier fields will often not be meaningful, as a TOU site can have multiple registers on either the meter, logger or corrector. The carve-out for TOU sites was supported by the RAPT and it was recognised that the major issue trying to be resolved by adding the core fields is to improve the accuracy of energy conversion for mass market, interval-read meters.

All submitters to the Statement of Proposal agreed with the addition of these three fields to the Registry. Three of the six suggested minor improvements to the definitions given in the Statement of Proposal, and Gas Industry Co has engaged with these participants directly. Any amendments were minor, and were discussed and agreed on with the transition group at its meetings on 23 October & 26 November.

Field	Format	Description
Meter pressure	Decimal (6,2)	The gauge pressure at the point at which the volumetric measurement is taken, expressed in kilopascals.
Register reading digits	Num 2	The number of moving dials on a meter register that represent whole units, plus any painted or fixed digits that represent whole units.
Register multiplier	Num 3	The factor by which a quantity taken from a register reading is multiplied in order to convert to cubic metres.

Amendments to the definitions as they were suggested in the Statement of Proposal:

- Meter pressure definition: The second sentence in the definition, as quoted in the Statement of Proposal, has been removed as it was deemed to be unnecessary.
- Register multiplier: Number of digits allowed in the format "Num 3" has been changed from "Num 5" as quoted in Statement of Proposal as five digits were deemed to be unnecessary.

TOU flag

TOU meters¹³ are meters that log interval consumption data (typically hourly or daily). In most cases they also dynamically correct (to standard conditions) for temperature and/or pressure on site, and in some cases they include a telemetry device to allow for remote interrogation and download of consumption data. At the opposite end of the scale is a meter with a single mechanical register that relies on profiling of monthly or bi-monthly reads and fixed factor correction, such as a standard domestic meter. TOU sites are generally discussed in the context of large commercial or industrial installations with contractual arrangements vastly different to the domestic consumer.

Due to the cost associated with setting up and maintaining a TOU meter, such meters are generally installed on sites that consume large quantities of gas. For instance, the Reconciliation Rules require that installations consuming more than 10TJ of gas per annum must have a TOU meter installed (there is, however, no restriction on sites under this threshold using a TOU meter). Identifying TOU meters in the Registry will allow retailers to identify the physical capabilities of a meter at a site without ambiguity.

An advanced meter is similar in functionality to a TOU meter: it has the ability to log consumption data at pre-determined intervals, it may provide dynamic correction of pressure and/or temperature and it may also include a telemetry device. As there is currently an advanced meter flag present in the Registry that is not adequately defined, in order to include a TOU flag it is necessary for both definitions to be clarified.

After extensive discussion with the RAPT, the definitions supplied in the Statement of Proposal were:

TOU meter means a meter that has a discrete volume corrector device with a data logger installed to allow register readings or gas consumption to be recorded at pre-determined intervals.

Advanced meter means a meter that has a data logger installed to allow register readings or gas consumption to be recorded at pre-determined intervals.

However, Gas Industry Co acknowledged that these definitions were not ideal, and requested that participants consider the distinction between advanced meter and TOU meter and supply focussed comments on these definitions. Several submitters did contribute to the conversation around these definitions in a constructive way. One clear piece of feedback was that as TOU meter was already defined in the Reconciliation Rules, participants would rather that it was defined in the same way in the Switching Rules.

The definition in the Reconciliation Rules is:

¹³ Meter in this context is taken to refer to the whole gas measurement system (GMS) since the 'TOU' aspects (corrector, logger, telemetry) may be discrete devices connected to the service pipe.

TOU meter means a meter which has an associated datalogger to allow register readings or gas consumption to be recorded automatically at pre-determined intervals.

As discussed above, advanced meters also fit this definition in terms of functionality, which presents something of a conundrum. Following further discussion on this topic with submitters and in the RAIG, it was agreed that the best way to characterise the difference between a TOU meter and an advanced meter is with reference to the size of the consumer. It was recognised that advanced meters were intended for the mass market (domestic consumers and small commercial consumers), for which consumption is not required to be submitted to the Allocation Agent at a daily level. The definition proposed for advanced meter has therefore been amended to read:

Advanced meter means a meter, which –

- (a) has an associated datalogger to allow register readings or gas consumption to be recorded automatically at pre-determined intervals; and
- (b) is installed at an ICP assigned to an allocation group under the Gas (Downstream Reconciliation) Rules 2008 that does not require gas consumption to be recorded daily;

These definitions, and the associated business rules that govern the use of the relevant fields in the Registry, have been circulated to participants prior to this Recommendation being released. They are also supported by the RAIG.

Application of section 43N(3) of the Act

Due to the requirement on participants to amend their systems, the addition of these fields is not deemed to be a minor change. A cost benefit analysis follows in section 6.2.

4.2 Audit provisions

Currently the Rules only include provisions to audit the performance of the Registry and the Registry Operator (rule 21). The proposal is to add audit provisions so that all Registry participants¹⁴ can be audited against their obligations under the Rules.

The Registry is the database of record for ICP information. Several parameters in the Registry are essential to the accurate conversion of meter reads to energy quantities and the reporting of those quantities to the Allocation Agent. These parameters include:

Existing fields	Gas gate	Network Pressure	ICP Altitude	Allocation Group
Proposed fields	Meter Pressure	Reading Digits	Register Multiplier	TOU Flag

It is reasonable that retailers should be able to rely on the information in the Registry for the purpose of energy conversion and billing, but they have no control over the accuracy of the information or timeliness of identifying and correcting any errors. Introducing audit requirements to the Rules

¹⁴ This includes retailers, distributors and meter owners.

sharpens the incentive on all Registry participants to ensure that the Registry information for which they are responsible is kept accurate and up to date.

In the 2010/11 programme of baseline retailer audits under the Reconciliation Rules, a common recommendation in the final audit reports was that greater attention should be paid to meter owner and distributor fields in the Registry. The purpose of audits under the Switching Rules would be to assess the performance of Registry participants in terms of their compliance with the Rules, and the systems and processes that have been put in place to manage their responsibilities under the Rules. These audit provisions have been designed to align with the audit provisions in the Reconciliation Rules, and where applicable, audits of one participant over both sets of Rules may be conducted simultaneously.

The audit provisions and proposed drafting were discussed with the RAPT prior to publication in the Statement of Proposal. Members agreed in principle with the addition and saw the changes as uncontroversial. Formal submissions on the Statement of Proposal agreed with the inclusion of audit provisions; however, four of the six submitters expressed concerns about specific sections of the drafting. Each concern was unique, and Gas Industry Co engaged with participants directly in order to better understand the background to their concerns. Responses to these concerns were discussed in the transition group's first meeting and recorded in the meeting minutes.

Application of section 43N(3) of the Act

Due to the potential costs associated with performance audits, the inclusion of audit provisions is not deemed to be a minor change. A cost benefit analysis follows in section 6.2.

4.3 Switch process

This section considers proposals to alter the processing of, and requirements around, retailer switches.

GTN discrepancy handling

Moving a lot of the information that is already communicated in a GTN into the Registry database creates the question of what to do with any discrepancies between these two sets of data. Currently, there is no check on the information that is passed between retailers during a switch¹⁵, as the Registry does not hold information against which to validate the values in the GTN. This means that until a billing error is discovered, discrepancies between the information held by the meter owner and the information held by the retailer are not found (unless routine comparisons with meter owner data and subsequent exception handling are performed). With the inclusion of the three metering fields into the Registry (as discussed in section 4.1), there will be a baseline against which to compare all data transferred between retailers in the GTN.

¹⁵ The Registry does check the GTN for internal consistency e.g. number of M rows must equal number of meters specified in the P row, length of meter read must equal number of reading digits etc.

The motivation for this change is that, with the Registry as the authoritative source of metering information, validating GTN data will stop the spread of incorrect data that already exists in participants' systems. As discussed previously, this validation would not apply for sites with TOU meters, since there is an expectation that a gaining retailer would verify the metering setup information directly with the meter owner.

The RAPT was very supportive of this change, noting that it should incentivise retailers to maintain accurate data in their billing systems because, if a GTN bounces, the losing retailer has the obligation to rectify the discrepancy with the meter owner within the timeframe for completing the switch. Gas Industry Co expects that switches will not be withdrawn due to errors in ICP data. Transparency in the switch process is important for tracking inaccuracies in Registry data; allowing switches to be withdrawn would circumvent this check by creating a discontinuity in the switch. The proposal to allow ICP parameters to be edited during a switch (discussed further on in this section) should cover any cases where the Registry data itself is at fault and requires amendment.

During the formal consultation process, submitters agreed that the validation check should be implemented, however, the need for a thorough data cleansing process prior to go live was highlighted. One submitter suggested Gas Industry Co allow a grace period after the bulk of the changes go live before the validation check is implemented. Gas Industry Co considers a grace period to be a pragmatic solution to soften the impact of the change and has planned for a six month delay in implementation of the GTN validation. In this period, differences between the values communicated in the GTN and those held in the Registry will still be flagged and reported to both of the retailers involved in the switch (and to Gas Industry Co), but the GTN will not be rejected.

Switching timeframes

This recommended change reduces the switching timeframe by shortening the deadline for completing a switch from 23 to 10 business days after the switch request. This was a change put forward by a retailer in the RAPT group to better align gas switching with electricity switching.

Eight out of the ten gas retailers also trade as electricity retailers¹⁶ and generally offer discounted rates to customers that enter into dual fuel contracts. At the moment, the required switching timeframes are significantly different for electricity and gas. The Electricity Industry Participation Code 2010 requires that all switches are completed within 10 business days of notification and in any 12 month period at least 50% of switches must be completed within 5 business days.¹⁷ In contrast, the current requirement is for gas switches to be completed within 23 business days. This disparity often results in the incumbent retailer waiting for the next physical read to settle the final gas bill, which means that customers can receive their final electricity bill days or weeks before their final gas bill. Although a move to 10 business days will not ensure complete alignment for dual fuel switches, it will mean that

¹⁶ Contact Energy, Energy Direct NZ, Energy Online, Genesis Energy, Mercury Energy, Nova Energy, Pulse and Trustpower. Greymouth Gas NZ and OnGas are not electricity retailers.

¹⁷ Electricity Industry Participation Code 2010, part 11, schedule 11.3, clause 4

it is less likely for gas switches to be deferred until a physical meter read can take place, resulting in the customer being more likely to experience a combined switch for both electricity and gas.

Since 2010¹⁸, the average time taken for any type of gas customer switch is 6.1 business days, with the average time for standard switches being 9.0 business days (with a median of seven business days). 77% of standard switches and 84% of all switches are completed within 10 business days. Retailers in the RAPT noted that only minor changes will need to be made to their in-house procedures to manage this change.

The change was discussed extensively during RAPT meetings, and members were supportive, citing improved customer experience as one of the main drivers. For example, customer service representatives will be able to state with confidence a maximum timeframe that will apply for a dual fuel switch. All submitters agreed with the change, though two did request further detail around how data discrepancies would be managed. Gas Industry Co has discussed this with the RAIG on 23 October, and members are happy to proceed with the change on the basis that a thorough data cleansing process will be carried out before go live to reduce the possibility of discrepancy-related delays occurring.

Contracted start date

For large users or group switches, it is not uncommon for gas supply contracts to be tendered, negotiated and signed weeks or months in advance of the supply commencement date. For these sites, once a contract has been signed, it is currently impossible for the new retailer to be rules compliant. The Rules require that the retailer initiates the switch within two business days of the contract being signed¹⁹, and that a requested switch date cannot be more than 23 business days in the future²⁰. Furthermore, a switch must be completed within 23 business days of the switch being initiated.²¹ When the supply date of the contract is months in advance, the retailer cannot avoid breaching one of these rules.

The change amends rule 66.1 to allow the initiation of a switch to be delayed for ICPs where the contract has been entered into significantly (more than 12 business days) in advance of the supply commencement date.

Submitters to the Statement of Proposal all agreed with the change in principle, though one suggested alternate drafting of the rules. After consideration of the proposed change, it has been decided that the drafting supplied in the Statement of Proposal will stand. Discussion around this point will be supplied in the analysis of submissions.

¹⁸ As the Rules went live in 2009 and participants were becoming familiar with their responsibilities with regards to switching, the average switch time for this year is significantly higher than other years. For this reason this information has been excluded from the analysis.

¹⁹ Rule 66.1

²⁰ Rule 67.3/67.3A, which will be amended to 10 business days due to the change to switching timeframes recommended in the previous chapter

²¹ Rule 69.2, likewise, will be amended to 10 business days due to the change to switching timeframes recommended in the previous chapter

Application of section 43N(3) of the Act

Gas Industry Co acknowledges that retailers may need to adjust their switching processes to manage a reduction in the allowed switching timeframe. The other three changes either give more flexibility to retailers in their switching processes or seek to improve the accuracy of information exchanged when an ICP is switched. Gas Industry Co does not expect that these changes will have a significant adverse effect on any participants and regards these changes as being covered by section 43N(3) of the Act.

4.4 ICP lifecycle

Input of metering events prior to retailer uplift

The current ICP lifecycle in the Registry requires a distributor to create the ICP and populate relevant distributor fields for the ICP. When the distributor parameters are complete the ICP takes the READY status, at which point any retailer can uplift the ICP and assign a meter owner. The meter owner can only populate metering fields once it has been nominated by the retailer. This process reflects the contractual arrangements in place for creating a gas connection.

Often in the commissioning of an ICP, the expected retailer will request that a meter be hung at a site before there is a contract with a consumer at that site. For new building developments this could be so that contractors have access to hot water, or because developers have the intention of offering installed gas appliances as part of the package to potential buyers. So the physical chain of events can involve the distributor, then the meter owner and finally a retailer that signs a contract with the eventual customer.

This difference between the physical and contractual chain of events causes an issue in the Registry because retailers are not incentivised (or required) to uplift an ICP until they have a contract with a customer. So there will exist ICPs at READY status that have meters installed, but the meter owner is unable to record the metering parameters in the Registry. This is contrary to the notion that the Registry is the database of record for ICP information and can have safety and UFG implications if gas is able to flow but isn't recorded in the Registry with the appropriate status.

As it is impractical to mandate that meter owners may not hang meters at sites until they are the responsible meter owner, the option of allowing meter owners to input metering parameters into the Registry *before* they are assigned as responsible meter owner was discussed by the RAPT and put forward as an option in the Statement of Proposal.

RAPT members considered that this change would be beneficial in improving the transparency around unclaimed sites. Members also agreed that they saw no harm in allowing meter owners to claim an ICP without being assigned by the retailer, as once the ICP is initially claimed, only the responsible retailer may change the responsible meter owner parameter.

Submitters to the Statement of Proposal all agreed to this change, though two suggested minor drafting changes. Gas Industry Co has engaged with both participants and ensured that their concerns

have been sufficiently addressed. No changes have been made to the drafting since the Statement of Proposal.

Application of section 43N(3) of the Act

As this change reflects current practice, Gas Industry Co does not expect that it will have a significant adverse effect on any participant and regards it as being covered by section 43N(3) of the Act.

4.5 Other minor changes

Several minor drafting changes were also included in the Statement of Proposal, with the intent to clarify or to correct typographical errors. These changes are described briefly below. All submitters to the Statement of Proposal agreed with these changes.

Reference to purpose of the Registry

The purpose of the Registry is contained in rule 39 in Part 2 of the Rules, while the overall purpose of the Rules is in rule 3. Since the Registry is such an integral part of the switching process, it can be confusing that the two purposes are not listed together. To avoid restructuring the Rules, it is recommended that the purpose of the Registry be cross-referenced at the beginning of the Rules, within the overall purpose of the Rules.

Minor drafting corrections

A small number of very minor changes have been made to the Rules, to improve drafting and to correct typographical errors. These changes are not detailed here but are marked up in the Rules attached as Appendix A.

Reference to advanced meter/advanced meter owner

In the final analysis of the Rules prior to the Recommendation, it was noticed that two parameters that exist in the Detailed Requirements Specification²²—the Advanced Meter flag and Advanced Meter Owner field—are not included in Part C of the Schedule to the Rules (ICP parameters maintained by meter owners). As these fields will be included in any participant audit, it is important that they are present in this schedule, to make their population a regulatory requirement. This is an oversight in the original drafting of the Rules but it has not stopped the two parameters being maintained correctly in the Registry (in particular because, up until very recently, no advanced gas meters have existed). As this change is minor and will not have an adverse effect on any participant, it was decided by the RAIG that further consultation on this change was not required.

Application of section 43N(3) of the Act

These changes are minor and typographical. Gas Industry Co regards them as being covered by section 43N(3) of the Act.

²² The specification that details the business rules and content of Registry processes and reports.

4.6 Arrangements for retailer insolvency

As outlined in section 3.2, Gas Industry Co has undertaken a workstream to determine what arrangements would best deal with instances of retailer insolvency. That work has identified that there are information requirements and other processes that are best placed in the Switching Rules and Reconciliation Rules as a means of ensuring that any insolvency regulations are able to function efficiently.

Insolvency trigger

Any regulations under section 43G(2)(d) of the Gas Act must be triggered by reference to a gas retailer becoming insolvent; however, the Gas Act does not define 'insolvent.' Consistent with the Companies Act 1993, insolvency in this context would be generally understood to mean that:

- (a) the gas retailer is unable to pay its debts as they become due in the normal course of business; and
- (b) the value of the gas retailer's assets is less than the value of its liabilities including contingent liabilities.

The IR Regulations had no need to define insolvency, since they were enacted in response to a particular insolvency, after a liquidator had already been appointed. But the appointment of a liquidator is not the only reaction to, or indicator of, insolvency. Gas Industry Co has received legal advice suggesting that a broader definition may be considered for the term 'insolvent:'

Other appointments that might precede liquidator appointment include that of receiver or administrator. Furthermore, unless the shareholders appoint a liquidator, it can be some time before other creditors or interested parties can obtain the appointment of a liquidator by court order, and in the meantime the issues relating to the insolvency are in existence.

Adopting a broader definition might therefore allow a more timely response to an insolvency.

Further, Gas Industry Co agrees that 'it may be preferable that the requirement be that the [insolvent] gas retailer itself has an obligation to notify GIC upon insolvency [...] Placing the obligation on gas retailers would at least mean that gas retailers would be motivated to put this trigger into their internal compliance arrangements, and there would be a greater awareness of it.' Gas Industry Co therefore recommends that the Switching Rules be amended to insert:

- a definition for insolvent retailer that includes being unable to pay debts as they become due or having an insolvency practitioner appointed;
- An obligation for an insolvent retailer to notify the industry body of its insolvency; and
- An obligation for other industry participants to notify the industry body of a potential retailer insolvency (similar to the triggers in the Electricity Code).

Industry submissions on this proposal agreed that the changes to the Switching Rules would be minor, as they would not adversely affect the interests of retailers (or any other person) in a substantial way. Gas Industry Co therefore considers this proposal to be covered by section 43N(3) of the Act.

Information provision

Notification of retailer insolvency to Gas Industry Co would trigger the next phase of the insolvency arrangements: the provision of customer information by the insolvent retailer.

Consistent with Gas Industry Co's twin objectives of protecting consumers and managing the liabilities of other gas retailers in the event of a retailer insolvency, Gas Industry Co needs to ensure that all of the insolvent retailer's customers, as well as all of its ICPs in the Registry, are transferred to another retailer (whether by commercial transaction or otherwise in response to a market failure). Information about the insolvent retailer's customer base will allow Gas Industry Co to:

- Monitor any transfers of customers from the insolvent retailer to another retailer, whether because of a sale of the customer base or another reason;
- Determine whether some or all of the insolvent retailer's customers have not been sold or otherwise transferred to another retailer and therefore have become orphan consumers;
- Tailor the drafting instructions for regulations to the specific situation;
- If necessary, prepare a plan for transferring orphan consumers using the urgent regulations; and
- Where consumers have been transferred under regulation, provide information to recipient retailers about their transferred consumers, including address information and meter readings.

The IRWG agreed with Gas Industry Co that this requirement is best placed into the Switching Rules so that the information can be provided early in the process (and without needing to await the making of insolvency regulations). IRWG members expressed concern that after a retailer becomes insolvent, it may no longer have the employees and systems in place to provide the required information. Placing the requirement in the Switching Rules will mean that retailers can build the required report as a routine compliance matter, so that running the report will take little effort on the part of an insolvent retailer or, for that matter, its insolvency practitioner once appointed.

IRWG discussed the possibility of having a standing data file format as the means of transferring information from the insolvent retailer to Gas Industry Co. A standing file format would be something that retailers would be able to build as part of the suite of file formats used for other data exchanges under the Switching Rules and the Reconciliation Rules. Using such a format would ensure that parties were prepared to respond to information requests by Gas Industry Co in the case of insolvency.

It was suggested that the data file format used could be based on the Electricity Information Exchange Protocol 4 ('EIEP4'). The EIEP4 is a format that allows electricity retailers to provide customer information to distributors. The Electricity Authority is considering a version of the EIEP4 for its own retailer insolvency arrangements.

However, while a file format similar to the EIEP4 could be adopted for the provision of customer names, addresses, and contact details, the EIEP4 lacks a number of data fields that would be required in the case of a gas retailer insolvency. The additional parameters required include data fields regarding meter access, meter configuration, meter reading, and billing information.

Gas Industry Co therefore recommends the insertion of a requirement for an insolvent retailer to provide a file of customer information to the industry body as soon as practicable after becoming insolvent, and in any event within three business days of receiving a written request from the industry body. Gas Industry Co considers that it would be reasonable to make this requirement effective 12 months after the file format is determined. This lead time would allow retailers to incorporate the building of the report into other scheduled IT changes to keep their costs down.

Application of section 43N(3) of the Act

Creation of the customer data report should be a relatively simple matter for retailers to implement as it only requires an extract of data that they already hold in their systems. That, and the fact that Gas Industry Co proposes a 12-month window between the Rules being amended and the requirement for the file format being mandatory, means that the creation of such a report does not adversely affect the interest of retailers in a substantial way. Submitters agreed with this assessment. Accordingly, this proposed change falls within s43N(3) of the Act.

Ability to switch vacant and inactive ICPs

As highlighted previously, orphan consumers are not the only concern regarding a retailer insolvency. Retailers who are exiting the market are almost certain to be listed as the responsible retailer for a number of vacant and inactive ICPs on the Registry. Since these ICPs are not associated with active customers (and therefore have no immediate value, in terms of revenue), they are more likely to be overlooked by the insolvency practitioner.

However, it is important that vacant and inactive ICPs also be transferred to an ongoing retailer. Occasionally, there is gas consumption at such an ICP and, without an operating retailer associated with the ICP, there is no other way for that consumption to be accounted for through the Reconciliation Rules. Also, a proportion of such inactive ICPs are re-livened and there needs to be either a responsible retailer to process that action or to respond to the associated switch request. Without such transfers, any consumption by an orphan consumer will become UFG, the cost of which will be borne by all retailers operating at that gas gate. A better solution is to transfer vacant and inactive ICPs to solvent retailers, who will be able to monitor any gas usage at those ICPs. If gas consumption is found, then the new retailer can either convert the consumer to a customer or act to

disconnect the ICP. In this way, gas consumption is either reported to the Allocation Agent or prevented, and thus the problem of UFG caused by orphan consumers has been addressed.

IRWG members discussed this issue and generally agreed that the best solution was to assign the vacant and inactive ICPs of the insolvent retailer to other retailers. Gas Industry Co agrees with the IRWG's suggestion that an amendment be made to the Switching Rules to that effect.

Therefore, Gas Industry Co recommends that the Switching Rules be amended so that the industry body can transfer vacant and inactive ICPs where the responsible retailer listed on the Registry is not a trading retailer. The ICPs would be offered to any retailer that wants them and otherwise allocated among all retailers randomly, in proportion to the customer market shares of the retailers operating at the gas gate(s) concerned.

There may also be circumstances where there are ICPs that have a status that is other than inactive, vacant, ready or new and that have a responsible retailer who is no longer trading. Such ICPs may either have an incorrect status or may be ICPs at which gas is being consumed but for which there is no retailer recording and reconciling that consumption. Such ICPs either need to have their status updated or, in the case of ICPs at which gas is being consumed, be switched to a trading retailer. For these situations, Gas Industry Co proposes a regime of active monitoring to determine the correct status.

Application of section 43N(3) of the Act

Gas Industry Co considers that these changes are minor and would not adversely affect the interest of any person in a substantial way. The cost of monitoring a share of the vacant and inactive ICPs transferred from the insolvent retailer would be marginal for other retailers, since they already monitor their own such ICPs. The monitoring of indeterminate ICPs would be the responsibility of the industry body, and such costs would form part of the ongoing costs under the Switching Rules and be socialised among all retailers. These costs would be short-lived, as there is a proposed process for disposing of indeterminate ICPs in an efficient manner.

Further, it is likely that the cost of monitoring would be offset by the savings gained from finding any instances of gas consumption at the monitored ICPs, which can then be managed through disconnection or by signing-up a new customer. In other words, without the proposed change, any UFG caused by vacant and inactive ICPs of the insolvent retailer will be allocated to remaining retailers at the affected gas gate in proportion to their customer load. With the proposed change, gas consumption at those ICPs will be identified and prevented, providing a benefit to all retailers at the gate at the expense of minor monitoring costs. Accordingly, Gas Industry Co, supported by industry submissions on this issue, concludes that these changes does not adversely affect retailers in a substantial way, and are covered by section 43N(3) of the Act.

5

Proposed changes to the Reconciliation Rules

Gas Industry Co has identified a residual problem created by a retailer insolvency: that of ensuring that the allocations performed under the Reconciliation Rules for the consumption months during which the insolvent retailer was trading are based on the most complete information possible.

A retailer that is trading today incurs obligations under the Reconciliation Rules to submit allocation data for the initial, interim, and final allocation runs, conducted one, four, and thirteen months, respectively, from the current consumption month. If a retailer ceases trading during that time—either through insolvency or otherwise—then there is a risk that some of its allocation data will not be submitted to the Allocation Agent. The uncertainty arises particularly because it is debatable whether the former retailer could be considered an industry participant once it ceases trading, and so the Gas Governance (Compliance) Regulations 2008 may not apply.

Gas Industry Co therefore proposes amending the Reconciliation Rules to clarify the ongoing obligations for providing allocation data for retailers who are no longer retailing. A new rule 53A would be inserted as follows, under the heading of “Discharging retailer obligations” and the definition of insolvent retailer would be carried across from the Switching Rules.

- 53A Where a **retailer** ceases retailing, whether as a result of becoming an **insolvent retailer**, or for some other reason, that **retailer** must meet its obligations under this Part for each of the **consumption periods** for which it was retailing, and for which it has not previously provided consumption information, by providing consumption information—
- 53A.1 to the **allocation agent** in accordance with the process and timeframes prescribed in rules 31, 32, 33 and 40 (as applicable); or
- 53A.2 of the type required under rules 31, 32, 33 and 40 (as applicable) to the **allocation agent** or the **industry body** in advance of the timeframes prescribed by each of those rules, provided that the consumption information must clearly identify the **consumption period** to which each dataset of consumption information pertains.

Application of section 43N(3) of the Act

Gas Industry Co considers, and submitters agree, that this proposed change is minor and will not adversely affect the interest of any person in a substantial way. It will not impose any new requirements on retailers; rather, it will clarify that the existing requirements survive after a retailer has ceased trading. It is expected that those obligations can be met relatively easily by the insolvent retailer (or insolvency practitioner if one is appointed) as these are 'business as usual' activities of a gas retailer. If the business is being wound-up then there will need to be a series of final meter reads (or estimated reads) to close off the customer accounts. Once those are obtained, the insolvent retailer has all of the information necessary to create the data required by the Allocation Agent to process subsequent allocations. Thus, Gas Industry Co considers this change to be covered by section 43N(3) of the Act.

6

Assessment

Gas Registry amendments

As these changes are generally mutually exclusive, the impact of each can be assessed individually. The Statement of Proposal considered, for each change, whether or not it was a minor and would not adversely affect the interests of any participant in a substantial way, and therefore would fall under section 43N(3) of the Act. No submitters took issue with these characterisations.

Table 1 – Application of section 43N(3) of the Act

Section	Change	Section 43N(3) applies	Reason
Gas registry fields	Core registry fields	No	Meter owners and retailers are required to make significant systems changes.
	TOU flag		
Audit provisions	Audit provisions	No	Registry participants will bear the cost associated with audits
Switch process	GTN discrepancy handling	Yes	Thorough data cleansing prior to go-live, and a six month delay in implementation of the validation is intended to smooth the transition for retailers.
	Switching timeframes	Yes	Retailers will need to adjust their switching processes slightly to manage this change, though they have indicated that this will not have an adverse impact on their businesses.
	Contracted start date	Yes	This change is intended to rectify an inconsistency in the Rules.

ICP lifecycle	Input of metering events prior to retailer uplift	Yes	This change is intended to better reflect current practice.
Minor changes	Other minor changes	Yes	These changes either clarify existing rules or correct typographical errors.

It is clear that significant changes are only being made in respect of the Registry fields and audit provisions. As required under section 43N(1) of the Act, an assessment of the costs and benefits associated with these changes and the identification of any reasonably practicable alternatives was published within the Statement of Proposal.

Arrangements for retailer insolvency

As outlined in the Draft decision paper, Gas Industry Co considers that the changes to the Switching Rules and Reconciliation Rules are minor, and will not adversely affect the interest of any person in a substantial way. This characterisation was not disputed in submissions, and is outlined in the chapters above. Thus, all rule changes associated with the arrangements for retailer insolvency as discussed in this Recommendation are deemed to be covered by section 43N(3) of the Act.

Table 2 - Application of section 43N(3) of the Act

Section	Change	Section 43N(3) applies	Reason
Switching Rules	Insolvency trigger	Yes	Creation and submission of information is a simple process for retailers.
	Information provision		
	Ability to switch vacant and inactive ICPs		The cost of monitoring a share of vacant or inactive ICPs is marginal for retailers.
Reconciliation Rules	Discharging insolvent retailer obligations	Yes	This change merely clarifies that existing obligations continue after a retailer ceases trading; the information required is already in the retailer's system.

6.1 Identification and assessment of reasonably practicable options

Reasonably practicable alternatives for each issue were presented in the Statement of Proposal, after thorough discussion with the RAPT. These discussions are summarised below.

In the case of the Registry fields, various additional parameters were discussed for inclusion to the Registry in order to improve the quality of the information held by retailers that is crucial to the energy conversion process. The Statement of Proposal refined the list of proposals down to a list that would optimise the benefit to the industry. Where proposals are best addressed through existing non-regulatory means, these were excluded from the proposed amendments as the status quo will continue. The addition of these fields in the Registry is coupled with associated amendments to the Rules to ensure that population and maintenance of the fields is mandatory.

The results of audits under the Reconciliation Rules have made clear that audits of Registry participants and their obligations would be a worthwhile inclusion to the Switching Rules. Alternative options that were identified were to maintain the status quo or to introduce voluntary audits. Experience of the downstream reconciliation arrangements prior to the introduction of the Reconciliation Rules suggests that voluntary audits would not be a practicable solution. In order to achieve an industry wide improvement in the quality of information in the Registry, participation by all Registry participants must be mandatory, and be backed up by solid compliance arrangements. Hence, audit provisions within the Switching Rules were deemed to be the most effective solution.

Gas Industry Co is satisfied that the reasonably practicable options were identified through the review process and tested by consultation, and that the proposed amendments represent optimal solutions to the issues presented.

6.2 Assessment of costs and benefits

An assessment of the costs and benefits of these two changes was also carried out in the Statement of Proposal. A summary of these assessments is outlined below.

Putting the additional fields on the Registry makes this information transparent, making it easier to identify discrepancies, and provides a single source of truth direct from the party responsible for the accuracy of the information. Thus, the benefit of adding additional fields to the Registry is that errors in metering parameters that affect the accuracy of conversion to energy are more likely to be identified and resolved so retailers can more accurately report consumption and bill customers. The benefit associated with the identification of these errors was estimated to be between \$100,000 and \$200,000 per annum, taking various factors such as potential submission errors and market volume into account. The costs associated with this change are the development costs of the Registry and participants' systems. Participants were requested to provide estimates for the cost of this work, and from these estimates the overall cost to the industry for this development is expected to be around \$500,000. This would result in a payback period of 2.5 to 5 years, assuming that the ongoing costs of the arrangements are negligible, as has been indicated.

The inclusion of audit provisions places an incentive on Registry participants to meet their obligations under the Rules. As these obligations (centring on the maintenance of ICP data in the Registry) are already considered to be robust, the cost of the proposal is only the cost of the performance audits

themselves. Based on the costs of performance audits of retailers under the Reconciliation Rules, the ongoing cost per year is expected to be in the range of \$3,000 to \$5,000 per participant.²³ As retailer audits may be combined with reconciliation audits, and as audits of meter owners and distributors are expected to be much simpler (due to less obligations under the Switching Rules), this cost is in fact likely to be lower. Therefore, in order for the benefits of the regime to outweigh the costs on an ongoing basis, the results of the audits would need to generate approximately \$4,000 in the value of identified UFG per participant per year. Based on the audit findings that recommended the inclusion of these fields, this is not seen to be an unreasonable expectation. The experience under the Reconciliation Rules is that performance audits and event audits have more than paid for themselves in identifying causes of UFG and rectifying that.

For both of these proposals, the assessments have indicated that the cost of the proposal is acceptable, when compared with the benefits. Additionally, both proposals support the respective purposes of the Switching Rules, the Registry and the Reconciliation Rules, and the Gas Act objectives of ensuring that gas is delivered to customers in a safe, efficient, and reliable manner and that delivered gas costs are subject to sustained downward pressure. They also support the legal requirement on retailers to accurately measure customers' gas consumption and correctly bill those energy quantities accordingly, so are directly to the benefit of consumers.

²³ It is acknowledged that this does not include the increase in operational resource required to liaise with an external auditor.

7

Recommendation

Gas Industry Co recommends that the Minister of Energy and Resources approves the amendments to the Gas (Switching Arrangements) Rules 2008 and Gas (Downstream Reconciliation) Rules 2008 detailed in Appendix A and otherwise discussed in this document.

Appendix A: Marked up amendments to the Switching Rules & Reconciliation Rules

Amendments to the Switching Rules

The amendments to the Switching Rules are numerous, so the complete set of Rules is appended in marked up format, beginning overleaf.

Amendments to the Reconciliation Rules

The amendments to the Reconciliation Rules are limited to the two changes listed below, so are not set out in full in this appendix.

1. In rule 5, insert in its appropriate alphabetical order:

“**insolvent retailer** means a retailer –

- (a) That is unable to pay its debts as they become due in the normal course of business; or
- (b) For whom the value of its assets is less than the value of its liabilities (including contingent liabilities); or
- (b) In respect of which an insolvency practitioner (including a liquidator, provisional liquidator, administrator, voluntary administrator, statutory manager, inspector, receiver, or analogous person) has been appointed; or
- (c) That is otherwise insolvent, or presumed to be so, under any law;”

2. After rule 53, insert:

“**53A Discharging retailer obligations**

Where a **retailer** ceases retailing, whether as a result of becoming an **insolvent retailer**, or for some other reason, that **retailer** must meet its obligations under this Part for each of the **consumption periods** for which it was retailing, and for which it has not previously provided consumption information, by providing consumption information –

- 53A.1** to the **allocation agent** in accordance with the process and timeframes prescribed in rules 31, 32, 33 and 40 (as applicable); or
- 53A.2** of the type required under rules 31, 32, 33 and 40 (as applicable) to the **allocation agent** or the **industry body** in advance of the timeframes prescribed by each of those rules, provided that the consumption information must clearly identify the **consumption period** to which each dataset of consumption information pertains.”

2014 Amendment Version of the Gas (Switching Arrangements) Rules 2008

With effect from the Amendment Date the Gas (Switching Arrangements) Rules 2008 are amended as set out below.

The Amendment Date will be notified by the industry body via a statement published in the New Zealand Gazette, no later than 28 days prior to the Amendment Date

GAS (SWITCHING ARRANGEMENTS) RULES 2008

Pursuant to sections 43G, 43Q and 43S of the Gas Act 1992, the Minister of Energy, acting on the recommendation of Gas Industry Company Limited as the industry body appointed pursuant to s43ZL of that Act, makes the following rules.

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1. Title

These rules are the Gas (Switching Arrangements) Rules 2008.

2. Commencement

2.1 Subject to rule 2.2 these rules come into force on the 28th day after their notification in the *Gazette*.

2.2 Rules 51 to 87 come into force on the **go-live date**.

3. Purpose

The purpose of these 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. [This is supported by the purpose of the registry, set out in rule 39.](#)

4. Outline

These rules provide for –

- 4.1 The establishment of the registry; and
- 4.2 The management of information held by the registry; and
- 4.3 The appointment of a registry operator; and
- 4.4 A process for switching consumers between retailers.

Part 1

General provisions

5. Interpretation

5.1 In these rules, any term that is defined in the **Act** and used in these rules, but not defined in these rules, has the same meaning as in the **Act**.

5.2 In these rules, unless the context otherwise requires –

Act means the Gas Act 1992;

actual reading means a register reading, which was recorded from a meter or corrector by means of physically viewing the register at the time or by retrieving the reading from a datalogger that recorded the reading at the time;

advanced meter means a meter, which –

- (a) Has an associated datalogger to allow register readings or gas consumption to be recorded automatically at pre-determined intervals; and
- (b) Is installed at an ICP assigned to an allocation group under the Gas (Downstream Reconciliation) Rules 2008 that does not require gas consumption to be recorded daily;

allocation agent means the allocation agent appointed under the Gas (Downstream Reconciliation) Rules 2008;

allocation group means an allocation group determined by the industry body under rule 44.1.8;

business day means any day of the week except –

- (a) Saturday and Sunday; and
- (b) Any day that Good Friday, Easter Monday, ANZAC Day, the Sovereign's Birthday, Labour Day, Christmas Day, Boxing Day, New Year's Day, the day after New Year's Day, and Waitangi Day are observed for statutory holiday purposes; and
- (c) Any other day which the industry body has determined not to be a business day as published by the industry body;

commencement date means the date referred to in rule 2.1;

Commission means the Energy Commission (if any) established under section 43ZZH of the Act;

connection status means the physical status of the connection between the distribution system or transmission system and the consumer installation, with respect to the ability of gas to flow to the consumer installation and the nature of any disconnection of the consumer installation;

consumer installation means one or more gas installations that have a single point of connection to a distribution system or transmission system and for which there is or has previously been a single consumer;

corrector means a device that dynamically replaces any one or more of the fixed factors otherwise required to convert gas volume measured at ambient conditions to gas volume measured at standard conditions;

distributor means a gas distributor as defined in the Act, which in accordance with rule 44.3 includes the owner of a transmission system to which a consumer installation is directly connected;

estimated reading means a register reading that has been quantified by an estimation process;

financial year means the 12 month period beginning on the date determined by the industry body and any anniversary of that date;

gas gate means the point of connection between –

- (a) A transmission system and a distribution system; or
- (b) A transmission system and a consumer installation; or
- (c) Two gas distribution systems;

go-live date means the date on which the industry body confirms that the registry is fully operational in accordance with the requirements of rules 39 and 40;

ICP means installation control point being the point at which a consumer installation is deemed to have gas supplied, and which represents the consumer installation on the registry;

ICP identifier means the unique 15-character identifier assigned to each ICP, having the format, yyyyyyyyyxxccc, where –

yyyyyyyyyy is the gas connection number specified by the distributor and unique to that connection in the distributor's records;

xx is an alphabetic combination, determined by the industry body, for use by the distributor when creating the ICP identifier;

ccc is an alphanumeric checksum generated by an algorithm specified by the industry body;

ICP parameter means one of the defined set of components of an ICP as set out in ~~the~~ Schedule 1;

ICP parameter value means a numerical value or an alphanumeric code or some free text assigned, in accordance with these rules, to an ICP parameter;

indeterminate ICP means an ICP listed on the registry that has –

(a) An ICP status of ACTIVE-CONTRACTED; and

(b) A responsible retailer code associated with an entity that is not a retailer (including an entity that used to be a retailer, but has ceased retailing);

industry body means the industry body approved by the Governor General by Order in Council under section 43ZL of the Act. In the event that the approval of the industry body is revoked under section 43ZM of the Act, all references to the industry body shall be treated as references to the Commission;

insolvent retailer means a retailer –

- (a) That is unable to pay its debts as they become due in the normal course of business; or
- (b) For whom the value of its assets is less than the value of its liabilities (including contingent liabilities); or
- (d) In respect of which an insolvency practitioner (including a liquidator, provisional liquidator, administrator, voluntary administrator, statutory manager, inspector, receiver, or analogous person) has been appointed; or
- (e) That is otherwise insolvent, or presumed to be so, under any law;

loss factor means the factor (if any) by which a measured or estimated volume of gas consumption for an ICP or aggregation of ICPs supplied through the same gas gate is multiplied by a distributor in order to offset expected losses for that gas gate, where losses represents the distributor's estimate of the difference between the sum of the gas consumption measured at consumer installations supplied through that gas gate and the gas injection measured at that gas gate;

meter means an instrument designed to measure the amount of gas passed through it;

meter owner means the person who owns or controls a meter used to measure gas consumption for a consumer installation;

meter pressure means the gauge pressure at the point at which the volumetric measurement is taken, expressed in kilopascals;

metering equipment means any one or a combination of a meter, corrector, datalogger and the telemetry equipment used to measure or convey volume information related to an ICP;

move switch means a situation where a consumer moves to a consumer installation and elects to have gas supplied at that consumer installation by a retailer different from the retailer that supplied the previous consumer at that consumer installation;

new retailer means the retailer who, as a result of a switch, will be the supplier of gas to the consumer installation concerned and the responsible retailer for the ICP on and from the switch date;

parent gas gate means for an ICP or gas gate, the gas gate immediately upstream of the ICP or gas gate, where upstream means in the direction towards a transmission system;

payment year has the meaning given by rule 24.1;

producer means a gas producer as defined in the Act;

publish means –

- (a) In respect of information to be published by the industry body or the registry operator, to make such information available through the registry or on the industry body's website; and
- (b) For all other information, to make available in such manner as may be determined by the industry body from time to time;

register multiplier means the number to be used to convert the difference between two register readings to cubic metres of gas factor by which a quantity taken from a register reading is multiplied in order to convert to cubic metres;

register reading means the number displayed by, or estimated for, a meter register or corrector register at a particular date and time, and that represents the volume of gas recorded by the register over a certain period;

register reading digits means the number of moving dials on a meter register that represent whole units, plus any painted or fixed digits that represent whole units;

registry means the database facility (including all relevant hardware and software) that meets the requirements set out in rule 40;

registry development costs has the meaning given by rule 22.2;

registry ongoing costs has the meaning given by rule 24.2;

registry operator means the service provider appointed by the industry body in accordance with rule 13 to be the registry operator;

registry operator service provider agreement means the agreement between the industry body and the registry operator that provides the terms of the appointment of the registry operator;

registry participant means a retailer, distributor or meter owner;

registry participant register means the register of registry participants kept by the registry operator under rule 9.1;

registry specification means the specification for the registry set out in the registry operator service provider agreement;

report access means a person is authorised to extract a report of ICP information by issuing an electronic request to the registry, which includes the criteria determining the content of the report;

responsible distributor means, for a particular ICP, the distributor whose distributor code is shown on the registry and who is thereby responsible for maintaining the values of the parameters for that ICP listed in Part A of ~~the~~ Schedule 1;

responsible retailer means, for a particular ICP, the retailer whose retailer code is shown on the registry and who is thereby responsible for maintaining the values of the parameters for that ICP listed in Part B of [the Schedule 1](#);

responsible meter owner means, for a particular ICP, the meter owner whose meter owner code is shown on the registry and who is thereby responsible for maintaining the values of the parameters for that ICP listed in Part C of [the Schedule 1](#);

retailer means a gas retailer as defined in the Act;

rules means these Gas (Switching Arrangements) Rules 2008 as may be amended from time to time and includes every schedule to the rules, and any codes made pursuant to the rules;

standard switch means a switch where a consumer, being supplied gas at a particular consumer installation elects to have gas supplied at that consumer installation by another retailer;

stranded ICP means an ICP listed on the registry that has –

- (a) An ICP status of INACTIVE-TRANSITIONAL or INACTIVE-PERMANENT, or ACTIVE-VACANT; and
- (b) A responsible retailer code associated with an entity that is not a retailer (including an entity that used to be a retailer, but has ceased trading);

switch means the change of retailer supplying gas to a consumer installation, and the consequent change of responsible retailer for the ICP concerned;

switch date means the date on and from which a new retailer supplies gas to a consumer installation;

switch reading means the register reading that applies to the switch date;

TOU meter means a meter which has an associated datalogger to allow register readings or gas consumption to be recorded automatically at pre-determined intervals;

transmission system owner means any person or persons who own a transmission system or a part of a transmission system and includes any agent of the transmission system owner;

view access means a person is authorised to view information in the registry, including the result of any ICP address search facility provided as part of registry functionality; and

wholesaler means a gas wholesaler as defined in the Act;

write access means a person is authorised to view and maintain certain information in the registry.

- 5.3 Where the **rules** require the **registry** to comply with a rule, this is to be regarded as an obligation on the **registry operator**.

Limit on application

6. **Limit on application of rules**

These **rules** do not apply to **retailers**, **distributors** or **meter owners** which supply liquefied petroleum gas through pipelines or in containers.

Registry participants

7. **Obligation to supply registration information**

- 7.1 All **registry participants** must supply registration information to the **registry operator**.
- 7.2 Registration information consists of –
- 7.2.1 The name of the **registry participant**; and
 - 7.2.2 The **registry participant's** telephone number, physical address, facsimile number, email address, and postal address; and
 - 7.2.3 Identification as to which class, or classes, of **registry participant (retailer, distributor or meter owner)** that the **registry participant** belongs.
- 7.3 Registration information must be given in the form and manner required by the **registry operator** as approved by the **industry body**.

8. **When registration information must be supplied**

- 8.1 Every person who is a **registry participant** at the **commencement date** must supply the registration information within 20 **business days** of the **commencement date**.
- 8.2 Every person who becomes a **registry participant** after the **commencement date** must supply the registration information within 20 **business days** of becoming a **registry participant**.

9. **Registry operator must keep register**

- 9.1 The **registry operator** must keep a register of **registry participants**.
- 9.2 The **registry participant register** must state –
- 9.2.1 The registration information provided by the **registry participant** in accordance with rule 7; and
 - 9.2.2 The date on which the **registry participant** was recorded on the **registry participant register**; and
 - 9.2.3 The date on which the person ceases to be a **registry participant**.
-

10. Changes to particulars

10.1 Every **registry participant** must notify the **registry operator** as soon as practicable –

10.1.1 Of any change in the **registry participant's** registration information; and

10.1.2 If the person ceases to be a **registry participant**.

10.2 The **registry operator** must record the change, and the date of change, in the **registry participant register** on receipt of the notice.

10.3 The **registry operator** must **publish** the change as soon as possible after recording that change.

11. Effect of registration

A **registry participant** is bound by these **rules** regardless of whether or not the **registry participant** is recorded on the **registry participant register**.

12. Effect of ceasing to be registry participant

A person continues to be liable for all acts and omissions in respect of these **rules** carried out while the person is a **registry participant**, despite the fact that the person ceases to be a **registry participant**, and the person will be deemed to be a **registry participant** for that purpose.

Registry operator

13. Appointment of registry operator

13.1 The **industry body** must, from time to time, by agreement with a person appoint that person to act as the **registry operator**.

13.2 The **registry operator** has the functions, rights, powers, and obligations set out in these **rules**.

13.3 The term of appointment of a person as the **registry operator**, and the date on which the term begins, will be as set out in the **registry operator service provider agreement**.

13.4 The **industry body** may at any time terminate, re-appoint, or change the appointment of any person as the **registry operator** subject to the terms of the **registry operator service provider agreement**.

13.5 The remuneration of the **registry operator** will be as agreed between the **industry body** and the **registry operator** in the **registry operator service provider agreement**.

13.6 The **industry body** and the **registry operator** may agree on any other terms and conditions, not inconsistent with the functions, rights, powers, and obligations of the **registry operator** under these **rules**.

14. Other terms of registry operator service provider agreement

14.1 In addition to any other terms and conditions required by these **rules**, the **registry operator service provider agreement** must provide for –

14.1.1 The availability levels of the **registry**; and

14.1.2 Service response times; and

14.1.3 **Registry** system upgrades; and

14.1.4 **Registry** system maintenance; and

14.1.5 Data integrity and recovery of data; and

14.1.6 The handling of faults.

14.2 The **registry operator service provider agreement** must specify that the **registry operator** must maintain close contact with **distributors**, **retailers**, and **meter owners**, and provide additional services and support to ensure that the **registry** remains responsive to and consistent with the needs of the **registry participants**.

15. Publication of registry operator service provider agreement

The **industry body** must **publish** the **registry operator service provider agreement**.

16. Insurance cover

The **registry operator** must at all times maintain any insurance cover that is required by the **registry operator service provider agreement**, on terms and in respect of risks prescribed by the **industry body**, with an insurer approved by the **industry body**.

17. Performance standards to be agreed

The **industry body** and the **registry operator** must, at the beginning of the term of the appointment and at the beginning of each **financial year**, seek to agree on a set of performance standards against which the **registry operator's** actual performance must be reported and measured at the end of the **financial year**.

18. Self-review must be carried out by registry operator

18.1 The **registry operator** must conduct, on a monthly basis, a self-review of its performance.

18.2 The review must concentrate on –

18.2.1 The **registry operator's** compliance in the previous month with –

(a) Its obligations under these **rules**; and

(b) The terms of the **registry operator service provider agreement**; and

(c) Any performance standards agreed between the **registry operator** and the **industry body**; and

18.2.2 The operation of these **rules**.

19. Registry operator must report to the industry body

19.1 Within 10 **business days** of the end of each month, the **registry operator** must provide a written report to the **industry body** on the results of the review carried out under rule 18.

19.2 The report must contain details of –

19.2.1 Any circumstances identified by the **registry operator** where it has failed, or may have failed, to comply with any of its obligations under these **rules**, the terms of the **registry operator service provider agreement**, or any performance standards agreed between the **registry operator** and the **industry body**; and

19.2.2 Any area that, in the opinion of the **registry operator**, an amendment to a rule may need to be considered; and

19.2.3 Any other matter that the **industry body** reasonably requests provided that the **industry body** makes its request within a reasonable time before the report is due.

19.3 As soon as practicable after receiving a report under rule 19.1, the **industry body** must **publish** that report, provided the **industry body** may exclude any information it considers to be confidential or commercially sensitive.

20. Review of registry operator performance by the industry body

20.1 At the end of each **financial year**, the **industry body** may review the manner in which the **registry operator** has performed its duties and obligations under these **rules**.

20.2 The review must concentrate on –

20.2.1 The **registry operator's** compliance in the previous **financial year** with –

(a) Its obligations under these **rules**; and

(b) The terms of the **registry operator service provider agreement**; and

(c) Any performance standards agreed between the **registry operator** and the **industry body**; and

20.2.2 The operation of these **rules**.

21. Audits of the registry and the registry operator

21.1 In addition to the review specified in rule 20, the **industry body** may carry out audits of the records and procedures of the **registry** and **registry operator** within normal working hours on reasonable notice.

21.2 In respect of any audit, the **registry operator** must provide any auditor appointed by the **industry body** with –

21.2.1 Reasonable access to all relevant facilities, personnel, records, and manuals; and

21.2.2 Any additional information that the auditor reasonably considers necessary to enable an assessment of whether the **registry** continues to meet the requirements of these **rules**.

21.3 In accordance with any provisions in the **registry operator service provider agreement** between the **industry body** and the **registry operator**, the **registry operator** must implement any changes necessary to give effect to any reasonable recommendations made by the auditor, with the objective of constantly improving services.

Funding of the registry

22. Development fee

22.1 The development fee is a fee to meet the **registry development costs**.

22.2 The **registry development costs** will include –

22.2.1 The capital costs associated with the development of the **registry**; and

22.2.2 The costs associated with the appointment of the **registry operator**; and

22.2.3 The costs of the **industry body** in connection with the development and establishment of the **registry**.

22.3 Every person who is a **retailer** on the **commencement date** is liable to pay a development fee in accordance with these **rules**.

22.4 The development fee is payable in respect of all **ICPs** except those with a status of **NEW** or **DECOMMISSIONED**.

23. How and when development fee must be paid

23.1 The development fee is payable to the **industry body**.

23.2 As soon as practicable after the **commencement date**, the **industry body** must determine and **publish** on its website a breakdown of the estimated **registry development costs**.

23.3 No less than 10 **business days** after publication of the estimated **registry development costs**, the **industry body** must invoice every person to whom rule 22.3 applies for that person's share of those costs calculated in accordance with the following formula –

$$A \times (B/C)$$

Where:

A = the estimated **registry development costs**; and

B = the number of **ICPs** to which rule 22.4 applies as at the **commencement date** for which that person is the **responsible retailer**; and

C = the total number of **ICPs** to which rule 22.4 applies as at the **commencement date**.

23.4 As soon as practicable after the **go-live date**, the **industry body** must determine and **publish** on its website a breakdown of the actual **registry development costs**.

23.5 No less than 10 **business days** after publication of the actual **registry development costs**, the **industry body** must invoice or issue a credit note to every person to whom rule 22.3 applies for the difference between –

23.5.1 That person's share of the actual **registry development costs** calculated in accordance with the formula in rule 23.3; and

23.5.2 The amount of the estimated **registry development costs** invoiced to that person.

24. Ongoing fees

24.1 The ongoing fees are monthly fees to meet the **registry ongoing costs** and are calculated for each **payment year** being each –

24.1.1 Calendar year, until the date notified under rule 24.5; and

24.1.2 **Financial year**, from and including the date notified under rule 24.5.

24.2 The **registry ongoing costs** for a **payment year** will include –

24.2.1 The costs payable to the **registry operator** in respect of that **payment year**; and

24.2.2 The costs of the **industry body** associated with the **registry** and its role under these **rules** during that **payment year**.

24.3 Every person who is a **retailer** on the first **business day** of a month is liable to pay ongoing fees for that month in accordance with these **rules**.

24.4 Ongoing fees are payable in respect of all **ICPs** except those with a status of NEW or DECOMMISSIONED.

24.5 The **industry body** may change the **payment year** from a calendar year to a **financial year** by giving every person to whom the **industry body** considers rule 24.3 will apply written notice of:

24.5.1 The date on which the current **payment year** (in calendar years) will end and the next **payment year** (in **financial years**) will start, which date must be:

(a) On the first day of a calendar month; and

(b) At least 2 months from the date of such notice; and

24.5.2 The number of months that will be contained in the then current **payment year** and in the next **payment year**; and

24.5.3 A revised estimate of the breakdown of the estimated **registry ongoing costs** for the then current **payment year** provided under rule 25.4.1 and an estimate under rule 25.4.1 for the next **payment year**.

24.6 A **payment year** may contain less than 12 calendar months where:

24.6.1 It is the first or last **payment year** under these **rules**; or

24.6.2 The **payment year** changes from calendar year to **financial year** under rule 24.5.

25. How and when estimated ongoing fees payable

25.1 The estimated ongoing fees are payable to the **industry body**.

25.2 As soon as practicable after the **commencement date**, the **industry body** must determine and **publish** on its website a breakdown of the estimated **registry ongoing costs** for the first **payment year**.

25.3 As soon as practicable after publication of the estimated **registry ongoing costs** for the first **payment year**, the **industry body** must notify every person to whom the **industry body** considers rule 24.3 will apply of the ongoing fees payable by that person in that **payment year** to be calculated for each calendar month of that year in accordance with the following formula:

$$A \times (B/C)$$

Where:

A = the **registry ongoing costs** for that **payment year** estimated in accordance with rule 25.2 and divided by the number of calendar months in that **payment year**; and

B = the number of **ICPs** to which rule 24.4 applies as at the first **business day** of each month in that **payment year** for which that person is the **responsible retailer**; and

C = the total number of **ICPs** to which rule 24.4 applies as at the first **business day** of that month.

25.4 For each **payment year** following the first **payment year**, the **industry body** must –

25.4.1 Estimate and **publish** on its website at least 2 months prior to the beginning of the **payment year** a breakdown of the estimated **registry ongoing costs** for that **payment year**; and

25.4.2 As soon as practicable after publication of the estimated **registry ongoing costs**, notify each person to whom the **industry body** considers rule 24.3 will apply that ongoing fees

will be payable by that person in that **payment year** calculated in accordance with the formula in rule 25.3.

- 25.5** As soon as practicable following the first **business day** of each month, the **industry body** or the **registry operator** must invoice every person to whom rule 24.3 applies with the ongoing fees that person is liable to pay, calculated in accordance with the formula in rule 25.3.

26. How and when actual ongoing fees payable

- 26.1** The actual ongoing fees are payable to the **industry body**.
- 26.2** As soon as practicable after the end of each **payment year**, the **industry body** must determine and **publish** on its website a breakdown of the actual **registry ongoing costs** for that **payment year**.
- 26.3** No less than 10 **business days** after publication of the actual **registry ongoing costs**, the **industry body** or the **registry operator** must invoice or issue a credit note to each person to whom rule 24.3 applies with the difference between –
- 26.3.1** That person's share of the actual **registry ongoing costs** calculated in accordance with the formula in rule 25.3; and
- 26.3.2** The amount of the estimated **registry ongoing costs** invoiced to that person during the applicable **payment year**.

27. General provisions regarding fees

- 27.1** The due date for payment of any invoice or refund of any credit is the 10th **business day** after the date on the invoice or credit note.
- 27.2** Any person who is liable to pay any fee under rules 22 to 27 inclusive, and who fails to make payment of such fee on or before the date on which it falls due, is liable to pay an additional fee of 10% of the amount of the fee that is unpaid.
- 27.3** The additional fee becomes payable and due on the 10th **business day** after the date that the **industry body** notifies the person that an additional fee is payable.
- 27.4** The fees payable under rules 22 to 27 inclusive are exclusive of any goods and services tax payable under the Goods and Services Tax Act 1985 and goods and services tax on those fees will be added to the invoices issued under rules 22.3, 25.5 and 26.3.

Notices and receipt of information

28. Giving of notices

- 28.1** Subject to rule 30, if these **rules** require any notice or notification to be given, the notice or notification must be in writing and be –
- 28.1.1** Delivered by hand to the nominated office of the addressee; or
- 28.1.2** Sent by post to the nominated postal address of the addressee;
or
-

28.1.3 Sent by facsimile to the nominated facsimile number of the addressee; or

28.1.4 Sent by electronic transmission or any other similar method of electronic communication to the appropriate nominated electronic address of the addressee.

28.2 In the case of an emergency, a person may give notice other than in accordance with rule 28.1, but the person must as soon as practicable, confirm the notice in writing and by a method set out in rule 28.1.

29. When notices taken to be given

In the absence of proof to the contrary, notices provided in accordance with rule 28 and information provided to the **registry** in accordance with rule 30 are taken to be given –

29.1 In the case of notices delivered by hand to a person, when actually received at that person's address;

29.2 In the case of notices sent by post, at the time when the letter would in the ordinary course of post be delivered; and in proving the delivery, it is sufficient to prove that the letter was properly addressed and posted;

29.3 In the case of notices sent by fax, at the time indicated on a record of its transmission;

29.4 In the case of notices sent by electronic transmission or any other similar method of electronic communication, at the time –

29.4.1 The computer system used to transmit the notice has received an acknowledgment or receipt to the electronic mail address of the person transmitting the notice; or

29.4.2 The notice was transmitted by computer system to the electronic address provided by the addressee, as proven by the person who gave the notice;

30. Entering information in the registry

For the purposes of these **rules** any reference to entering information in the **registry** means an attempt –

30.1 By the **responsible distributor**, **responsible retailer**, or **responsible meter owner** to enter information in the **registry**;

30.2 By electronic transmission, or other similar method of electronic communication (for example and without limitation, using a web browser or file batch transfer) as required by the **industry body**.

31. When notices to and entering information in the registry has occurred

31.1 For the purposes of these **rules** –

31.1.1 Any reference to the acceptance of information in the **registry** or the giving of notices to the **registry** means that the attempt

to enter information in the **registry** or to give a notice to the **registry** has been successful and the information or the notice is recorded in the **registry**; and

31.1.2 Any reference to the rejection of information by the **registry** or the rejection of a notice by the **registry** means that the attempt to enter information in the **registry** or to give the notice to the **registry** has been unsuccessful and that the information or the notice is not recorded in the **registry**; and

31.1.3 Any reference to the receipt of a notice from the **registry** means that the notice from the **registry** is recorded in the **registry** and is capable of being viewed by the **recipient**.

31.2 If these **rules** require the **registry** to give a notice to a **distributor**, **retailer**, or **meter owner** stating that any information or notice provided by the person concerned has been rejected by the **registry**, the notice must include the time and date that the notice was rejected by the **registry** and the reason for the rejection.

32. Registry notice of changes to ICP parameter values

32.1 For the purposes of these **rules**, if the **registry** is required to give a notice to a **distributor**, **retailer** or **meter owner** because a change to an **ICP parameter value** has been accepted in the **registry**, the notice must identify the **ICP** and **ICP parameter** concerned, and include the new value of the **ICP parameter**, the date in respect of which the change was made, and the time and date that the change was made in the **registry**.

32.2 Where the **registry** is required to give notice of the change to an **ICP parameter value**, one notice shall be provided for each day in respect of which a change was made to that **ICP parameter value**, meaning that if more than one change was made the notice will provide the net result of the changes to the **ICP parameter value** for that day.

Access to the registry

33. Registry access

33.1 The **industry body**, in consultation with **registry participants**, must determine –

33.1.1 **Report access** restrictions in respect of each **distributor**, **retailer**, and **meter owner**; and

33.1.2 The times within which ~~registry participants require the~~ registry must provide reports requested by registry participants~~them to be provided by the registry~~; and

33.1.3 The bounds of the information viewed by any person as a result of an address search conducted on **ICPs** in the **registry**.

33.2 Subject to rule 33.1.1, every **registry participant** shall have **report access** to current and historical values of all **ICP parameters** for all **ICPs** in the **registry**.

33.3 Subject to rule 33.1.2, **registry participants** may request the **registry operator** to provide customised reports on any or multiple **ICPs**.

33.4 Subject to rule 33.1.3, the following persons shall have **view access** to any of the information accepted in the **registry** in relation to any individual **ICP** –

33.4.1 Every **registry participant**; and

33.4.2 Any other person authorised by the **industry body** to have **view access** to the **registry**.

33.5 The following persons shall have **write access** to **ICP parameter values** in the **registry** in relation to any individual **ICP** –

33.5.1 Every **distributor, retailer, and meter owner** in relation to the initial population of the **registry** as set out in rules 41 and 42;

33.5.2 Every **distributor, retailer, and meter owner** in relation to the creation and readying of new **ICPs** as set out in rules 51 to 56;

33.5.3 Every **distributor, retailer, and meter owner** in relation to maintaining the values of the **ICP parameter** each **ICP** for which they are responsible as set out in rules 58 to 62; and

33.5.4 The **registry operator** as may from time to time be approved by the **industry body**, in consultation with affected **registry participants**.

Other provisions relating to the registry and registry participants

34. Obligation of registry participants to act reasonably

34.1 In light of the purpose of the **registry** as set out in rule 39, every **registry participant** must act reasonably in relation to its dealings with the **registry** and, in doing so, must use its reasonable endeavours to co-operate with other **registry participants**.

34.2 Rule 34.1 does not limit any other obligations a **registry participant** may have under these **rules**.

35. Other obligations of registry participants

35.1 Each **registry participant** must ensure that any software for the **registry** is used in a proper manner by competent employees or by persons under the supervision of those employees.

35.2 No **registry participant** may request, permit, or authorise anyone other than the **registry operator** to provide support services in respect of any software for the **registry**.

35.3 Each **registry participant** must appoint a nominated manager to be responsible for all of that **registry participant's** communications with the **registry**.

36. Use of ICP identifier on invoices

36.1 Every **retailer** must ensure that the relevant **ICP identifier** is printed on any invoice or associated documentation relating to the supply of gas by the **retailer** to a consumer.

36.2 The **ICP identifier** must be clearly labelled “**ICP**” on the invoice.

37. Consumer queries

Every **retailer** and **distributor** must advise any consumer (or any person authorised by the consumer) of the consumer's **ICP identifier** within 3 **business days** of receiving a request for that information.

Part 2

Gas Registry

Establishing the registry

38. Establishment of registry

The **registry operator** must establish, operate and maintain the **registry** so as to meet the requirements of these **rules**.

39. Purpose of registry

The purpose of the **registry** is –

39.1 To facilitate efficient and accurate switching of **retailers** by consumers; and

39.2 To provide an authoritative database of current and historical information on all **ICP parameters**, to facilitate accurate billing of consumers and allocation of charges to **retailers**; and

39.3 To provide a mechanism by which the accuracy and timeliness of information provided in relation to an **ICP** is controlled and recorded.

40. Requirements of registry

The **registry** must –

40.1 Comply with, and perform in accordance with, the **registry specification**; and

40.2 Fulfil the purpose of the **registry** as set out in rule 39; and

40.3 Subject to the validation requirements set out in these **rules**, accept the information and notices referred to in these **rules**; and

40.4 Maintain a complete audit trail for all information and notices accepted in accordance with these **rules**; and

40.5 Maintain records that enable allocation and reconciliation of energy charges, line charges and metering charges between **retailers**; and

40.6 Facilitate **switches** in accordance with these **rules**; and

40.7 Otherwise perform in accordance with the requirements of these **rules**.

41. Initial population of registry

41.1 Prior to the **go-live date** –

41.1.1 Each **distributor** must enter in the **registry**, values for the **ICP parameters** listed in Part A of ~~the~~ Schedule 1, for each **ICP** on its distribution system; and

41.1.2 Each **retailer** must enter in the **registry**, values for the **ICP parameters** listed in Part B of ~~the~~ Schedule 1, for each **ICP** for which it supplies gas; and

41.1.3 Each **meter owner** must enter in the **registry**, values for the **ICP parameters** listed in Part C of ~~the~~ Schedule 1 in relation to each **ICP** for which it owns the **meter**.

41.2 When entering information in the **registry** under rule 41.1, each **distributor**, **retailer**, and **meter owner** may only assign a value to an **ICP parameter** in accordance with the **rules** set out in the second column of parts A, B and C of ~~the~~ Schedule 1 respectively.

42. Accuracy of initial information

42.1 Prior to the **go-live date**, each **responsible distributor**, **responsible retailer**, and **responsible meter owner** must check the accuracy of any information entered in the **registry** in relation to the **ICPs** for which they are responsible.

42.2 If, a **distributor**, **retailer**, or **meter owner** becomes aware that any information in the **registry** is incorrect, the **responsible distributor**, **responsible retailer**, or **responsible meter owner** must, prior to the **go-live date**, enter the correct information in the **registry**.

42.3 Each **distributor**, **retailer**, and **meter owner** must use its reasonable endeavours to co-operate with each other to enter information in the **registry** under rule 41.1, having regard to the fact that for each **ICP** there will be a **distributor**, **retailer**, and a **meter owner** required to enter information in the **registry** prior to the **go-live date**.

Assignment of ICPs to consumer installations

43. Assignment of ICPs

43.1 Each **distributor** must assign an **ICP identifier** for each **consumer installation** that is connected to its distribution system or transmission system.

43.2 An **ICP** must represent a single **consumer installation** that –

43.2.1 May be isolated from the distribution system or transmission system without affecting any other **consumer installation**; and

43.2.2 May have a single **loss factor** and a single network price category; and

- 43.2.3** Has its gas volume measured directly by a single set of **metering equipment** complying with NZS 5259:2004 (or any subsequent replacement standard), or measured indirectly by a method approved by the **industry body** which produces the equivalent of the measurement from a single set of **metering equipment**.

Determination of certain ICP parameter codes

44. The industry body to determine applicable ICP parameter codes

- 44.1** The **industry body** must determine and **publish** the following information –
- 44.1.1** The codes for every **distributor, retailer, meter owner, corrector owner, datalogger owner and telemetry owner** that is, or is likely to be, required as a value for any relevant **ICP parameter** on the **registry**; and
 - 44.1.2** The **gas gate** codes for the **gas gates** created by **distributors**; and
 - 44.1.3** The **ICP** types and the code for each **ICP** type; and
 - 44.1.4** The **ICP** status codes; and
 - 44.1.5** The **connection statuses** and the code for each **connection status**; and
 - 44.1.6** The valid combinations of **ICP** status and **connection status** codes for any **ICP**; and
 - 44.1.7** The load shedding categories and the code for each load shedding category; and
 - 44.1.8** The **allocation groups** and the code used for each **allocation group**; and
 - 44.1.9** The profiles that may be assigned to **ICPs** and the code for each profile.
- 44.2** The **industry body** may from time to time amend or revoke any code determined under rule 44.1 and the **industry body** must **publish** any amendment or revocation of a code.
- 44.3** In the case of a **consumer installation** directly connected to a transmission system –
- 44.3.1** The **industry body** must assign a unique **gas gate** code to the point of connection between the transmission system and the **consumer installation**; and
 - 44.3.2** The **distributor** must assign an **ICP identifier** to the point of connection between the transmission system and the **consumer installation**.
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45. Distributors to give notices in relation to gas gates

45.1 If a **distributor** intends to create or decommission a **gas gate**, the **distributor** must, at least 20 **business days** before the creation or decommissioning takes effect, give notice of that **gas gate** creation or decommissioning to –

45.1.1 The **industry body**; and

45.1.2 The **registry operator**, and

45.1.3 The **allocation agent** and all **retailers** that will be affected by the **gas gate** creation or decommissioning.

45.2 When a **distributor** gives notice of the creation of a new **gas gate** or decommissioning of a **gas gate**, the notice must include –

45.2.1 The **gas gate** code assigned by the **industry body** to the relevant **gas gate**; and

45.2.2 The date of creation or decommissioning of the **gas gate**; and

45.2.3 If applicable, the **gas gate** code of the **gas gate's** parent **gas gate**; and

45.2.4 The **ICP identifier** of all **ICPs** created or decommissioned or transferred between **gas gates** in association with the creation of the new **gas gate**.

46. Distributors to determine network price category codes

Each **distributor** must determine, **publish** and maintain a schedule of its network price categories and the respective network price category codes and, except where the **distributor** requires disclosure on application in accordance with rule 50, the charges associated with each of those codes.

47. Distributors to determine loss factor codes

Each **distributor** must –

47.1 **Publish** and maintain a schedule of all the **loss factors** (if any) which apply to **gas gates** on the **distributor's** distribution system; and

47.2 Determine, **publish** and maintain the respective codes for those **loss factors**.

48. Distributors to give notices in relation to loss factor codes

If a **distributor** intends to add or delete any **loss factor** codes, the **distributor** must, at least 20 **business days** before any such change takes effect, give notice of the impending change to –

48.1 The **registry operator**; and

48.2 The **allocation agent** and all **retailers** that will be affected by the change in **loss factor** codes.

49. Meter owners to determine metering price codes

- 49.1** Each **meter owner** must determine, **publish** and maintain a schedule of its metering price codes applicable to all **ICPs** where it is the **responsible meter owner**.
- 49.2** Each **meter owner** shall provide all **registry participants** with whom it contracts to provide metering services a schedule of its metering price codes and, except where the **meter owner** requires disclosure on application in accordance with rule 50, the charges associated with each of those codes.

50. Disclosure on application

- 50.1** Where these **rules** give a **registry participant** the right to require disclosure on application for certain **ICP** information, that right shall only be used –
- 50.1.1** Where the **registry participant** does not have a reasonably practicable alternative method of protecting its commercial interest in that information; and
- 50.1.2** To the extent necessary to reasonably protect that interest.
- 50.2** Where a **registry participant** requires disclosure on application for certain **ICP** information –
- 50.2.1** Requests for disclosure of that information must be made directly to the **registry participant** concerned.
- 50.2.2** Upon receiving such a request, the **registry participant** must notify the requester within 1 **business day** of receiving the request whether or not it agrees to disclose the information requested, such disclosure not being unreasonably withheld.
- 50.2.3** Where the **registry participant** agrees to disclose the requested information, it must be provided within a further **business day**.

Creation of new ICPs

51. Creation of new ICPs

- 51.1** A **retailer** may request a **distributor** to assign an **ICP** for a new **consumer installation** on the distribution system.
- 51.2** If the **distributor** receives a request under rule 51.1, the **distributor** must, within 3 **business days** of receiving that request, assign an **ICP** to the new **consumer installation** or notify the **retailer** of the reason why it is unable to assign an **ICP**.
- 51.3** Once a **distributor** receives confirmation that a new **consumer installation** is first connected to its distribution system, the **distributor** must, within 2 **business days** of receiving that confirmation, enter in the **registry** the following information from Part A of ~~the~~ Schedule 1 –
- 51.3.1** The **ICP identifier**; and

- 51.3.2 The **ICP** creation date; and
- 51.3.3 The **responsible distributor** code; and
- 51.3.4 The physical address of the **consumer installation**.

52. Registry validation of ICP creation

52.1 As soon as possible after the **ICP** and the information required by rule 51.3 has been entered in the **registry**, the **registry** must –

- 52.1.1 Validate the information entered by confirming that the –
 - (a) **ICP identifier** is a valid code and does not otherwise exist in the **registry**; and
 - (b) **Responsible distributor** code is an available and valid code for the entering **distributor**; and
 - (c) **ICP** creation date is not a future date; and
- 52.1.2 Based on the validation result, accept or reject the **ICP** and the information entered and notify the **distributor** accordingly.

52.2 If the **ICP** is accepted in the **registry**, the **registry** must –

- 52.2.1 On acceptance, denote the **ICP** status as NEW; and
- 52.2.2 Within 1 **business day** of acceptance, give a notice to the **distributor** stating the **ICP parameters** accepted in the **registry** for that **ICP**.

53. Ready of NEW ICP and registry validation

53.1 Within 2 **business days** of having identified for a new **ICP** the values of the remaining **ICP parameters** listed in Part A of ~~the~~ Schedule 1 apart from **ICP** status and **connection status**, the **distributor** must enter them in the **registry**.

53.2 As soon as possible after any of the remaining **ICP parameters** have been entered in the **registry**, the **registry** must –

- 53.2.1 Validate the **ICP parameter values** entered by confirming that they are available and valid values for the **distributor**; and
- 53.2.2 Based on the validation result, accept or reject any or all of the **ICP parameter values** and notify the **distributor** accordingly.

53.3 Within 1 **business day** of having accepted the full set of values for the **ICP parameters** listed in Part A of ~~the~~ Schedule 1 apart from **ICP** status, the **registry** must –

- 53.3.1 Change the **ICP** status to READY; and
 - 53.3.2 Notify the **distributor** and the expected **retailer** of the values of all the **ICP parameters** for the **ICP**.
-

- 53.4 At any time prior to the **retailer** changing the **ICP** status in accordance with rule 54.1.1, the **distributor** may change the **ICP** status to NEW by removing an **ICP parameter** value from the **registry** while the **distributor** identifies the value of that **ICP parameter** value.

54. Retailer for READY ICP

- 54.1 Subject to rule 54.2, within 2 **business days** of a **retailer** entering into a contract to supply gas to a consumer at a **consumer installation** for which its **ICP** has an **ICP** status of READY, the **retailer** must enter in the **registry** values for all of the **ICP parameters** listed in Part B of ~~the~~ Schedule 1, including –

54.1.1 A change to the value of the **ICP** status according to rule 59.9; and

54.1.2 The applicable valid value of the **connection status**.

- 54.2 A **retailer** must not record any information in the **registry** for an **ICP** before the **ICP** status is READY.

- 54.3 To avoid any doubt, the **retailer** that enters information under rule 54.1 may or may not be the expected **retailer** referred to in rule 53.3.2.

55. Registry validation of first retailer information

- 55.1 As soon as possible after all the **ICP parameter values** referred to in rule 54.1 have been entered in the **registry**, the **registry** must –

55.1.1 Validate the information entered by confirming that they are available and valid values for the entering **retailer**; and

55.1.2 Based on the validation result, accept or reject any or all of the **ICP parameter values** and notify the entering **retailer** accordingly.

- 55.2 Within 1 **business day** of having accepted the information in the **registry**, the **registry** must notify the **responsible distributor**, **responsible retailer**, and **responsible meter owner** that the **ICP parameter values** are accepted in the **registry** for that **ICP**.

56. Meter owner information for new ICP

- 56.1 Subject to rule 56.3 and ~~Ww~~ within the timeframe specified in rule 56.2, the **responsible meter owner** for an **ICP** must enter in the **registry** values for all of the **ICP parameters** listed in Part C of ~~the~~ Schedule 1.

- 56.2 The timeframe is within 2 **business days** after the **responsible meter owner** –

56.2.1 Has confirmed that the **metering equipment** has been installed at the new **consumer installation**; and

56.2.2 Where rule 56.3 does not apply, ~~Hh~~ has been notified of the information under rule 55.2 in relation to the **ICP**.

56.3 If an **ICP** has an **ICP** status of NEW or READY and no **responsible meter owner** exists for that **ICP**, a **meter owner** who has installed **metering equipment** at the new **consumer installation** –

56.3.1 May enter in the **registry** values for all of the **ICP parameters** listed in Part C of Schedule 1; and

~~56.2.2~~**56.3.2** In doing so, is deemed to become the **responsible meter owner**.

57. Registry validation of first meter owner information

57.1 As soon as possible after the **ICP parameters** referred to in rule 56.1 have been entered in the **registry**, the **registry** must –

57.1.1 Validate the information entered by confirming that they are available and valid values for the entering **meter owner**; and

57.1.2 Based on the validation result, accept or reject any or all of the **ICP parameter values** and notify the entering **meter owner** accordingly.

57.2 Within 1 **business day** of having accepted the **ICP parameters** in the **registry**, the **registry** must give notice, stating the ICP parameters that have been accepted in the registry for that ICP, to –

57.2.1 ~~The~~ **responsible distributor**, **responsible retailer** and **responsible meter owner** for that **ICP** ~~stating the ICP parameters that have been accepted in the registry for that ICP;~~
or

~~57.1.3~~**57.2.2** If rule 56.3 applies, the **responsible distributor**, **expected retailer** (as recorded in the **registry**) and **responsible meter owner** for that **ICP**.

Maintenance of ICP information

58. ICP information to be maintained

58.1 Each **distributor**, **retailer**, and **meter owner** must use its reasonable endeavours to maintain current and accurate information in the **registry** in relation to the **ICPs** and the **ICP parameters** for which it has responsibility as set out in ~~the~~ Schedule 1.

58.2 When entering information in the **registry** under rule 58.1, each **distributor**, **retailer**, and **meter owner**, may only assign a value to an **ICP parameter** in accordance with the **rules** set out in the second column of each part of ~~the~~ Schedule 1.

59. Management of ICP status by distributors and retailers

The **ICP** status recorded on the **registry** is to be managed by **distributors**, **retailers** and the **registry** in accordance with the following rules –

59.1 The **ICP** status of NEW may only be assigned by the **registry** in accordance with rule 52.2 and denotes that the **responsible distributor**

has not populated all of the **ICP parameters** for which it is **responsible** and the **ICP** is not ready for uplift by a **retailer**.

- 59.2** The **ICP** status of READY may only be assigned by the **registry** in accordance with rule 53.3 and denotes the **ICP** is ready for uplift by a **retailer**.
- 59.3** Subject to the **responsible distributor** changing the **ICP** status from READY to NEW in accordance with rule 53.4, only the **responsible retailer** may change the **ICP** status from READY.
- 59.4** The **ICP** status of ACTIVE-CONTRACTED may only be assigned by the **responsible retailer** and denotes that the **responsible retailer** has entered into a contract to supply gas to a consumer at the **consumer installation** and that either –
- 59.4.1** Gas is able to flow to the installation; or
- 59.4.2** The gas supply is temporarily disconnected.
- 59.5** The **ICP** status of ACTIVE-VACANT may only be assigned by the **responsible retailer** and denotes that gas is able to flow to the **consumer installation** but the **responsible retailer** does not have a current contract to supply gas to a consumer at the **consumer installation**.
- 59.6** Only the **responsible retailer** may change the **ICP** status from ACTIVE-CONTRACTED or ACTIVE-VACANT.
- 59.7** The **ICP** status of INACTIVE-TRANSITIONAL may only be assigned by the **responsible retailer** and denotes that gas is not able to flow to the **consumer installation** due to a transitional (non-permanent) disconnection of supply.
- 59.8** Subject to rule 59.12, the **ICP** status of INACTIVE-PERMANENT may only be assigned by the **responsible retailer** and denotes that gas is not able to flow to the **consumer installation** due to a permanent disconnection of supply.
- 59.9** As soon as a **retailer** uplifts an **ICP** in the READY status and assumes the role of **responsible retailer** that **retailer** must change the **ICP** status to one of ACTIVE-CONTRACTED, ACTIVE-VACANT or INACTIVE-TRANSITIONAL as applicable.
- 59.10** Subject to rule 59.12, only the **responsible retailer** may change the **ICP** status from INACTIVE-TRANSITIONAL or INACTIVE-PERMANENT.
- 59.11** The **ICP** status of DECOMMISSIONED may only be assigned by the **responsible distributor** and denotes that –
- 59.11.1** The **ICP** is removed from future switching and reconciliation processes; and
- 59.11.2** Any associated **consumer installation** is no longer connected to the **responsible distributor's** distribution system.
-

- 59.12 The **ICP** status of DECOMMISSIONED may only be changed by the **responsible distributor** and may only be changed to INACTIVE-PERMANENT.

60. Management of connection status codes by retailers and distributors

- 60.1 The **connection status** parameter recorded on the **registry** is managed by **distributors** and **retailers**.
- 60.2 In the event that a **distributor** or **retailer** changes the **ICP** status of an **ICP** that **distributor** or **retailer** must ensure that the **ICP's connection status** for the date of the change is recorded in the **registry** in accordance with the status codes and usage requirements **published** by the **industry body** from time to time.

61. Correction of ICP information in registry and registry validation

- 61.1 If, in relation to any information in the **registry**, a **responsible distributor**, **responsible retailer**, or **responsible meter owner** becomes aware that such information is incorrect or requires updating, the relevant **responsible distributor**, **responsible retailer**, or **responsible meter owner** must, as soon as practicable, enter the correct or updated information in the **registry**.
- 61.2 As soon as possible after any information referred to in rule 61.1 has been entered in the **registry**, the **registry** must –
- 61.2.1 Validate the information entered by confirming that they are available and valid values for the person entering the information; and
- 61.2.2 Based on the validation result, accept or reject the information in the **registry** and notify the person entering the information accordingly.
- 61.3 Within 1 **business day** of having accepted the information in the **registry**, the **registry** must give notice to the **responsible distributor**, **responsible retailer**, and **responsible meter owner** in accordance with rule 32.
- 61.4 If the **registry** is required to give a notice under rule 61.3 and a gas switching notice has been given in respect of the **ICP** but the **switch** is not yet complete, the **registry** must give notice to both the **responsible retailer** and the **new retailer**.

62. Distributors, retailers, and meter owners to resolve discrepancies

- 62.1 In relation to any information for an **ICP** in the **registry**, the **responsible distributor**, **responsible retailer**, and **responsible meter owner** must use their best endeavours to resolve any discrepancies between the information in the **registry** and the information held elsewhere by them.
- 62.2 In order to identify and resolve any discrepancies in the information held for an **ICP**, each **distributor**, **retailer**, and **meter owner** must, by 1600 hours on the 15th **business day** of each month, review the following relevant reports and enter any corrections in the **registry** –
-

- 62.2.1** The **retailer** report under rule 85; and
 - 62.2.2** The **distributor** report under rule 86; and
 - 62.2.3** The **meter owner** report under rule 87.
- 62.3** Each **distributor, retailer, and meter owner** must retain for such time as may be determined by the **industry body** records of the reviews and any corrections made under rule 62.2 for the purpose of any audit that may be conducted by, or on behalf of, the **industry body**.

Part 3

Switching

63. Switching retailers

Rules 64 to 81 apply to **standard switches** and **move switches**.

64. Codes relevant to switching

- 64.1** The **industry body** must determine and **publish** codes for the following –
- 64.1.1** The codes used in a **switch** notice to denote whether the **switch** is a **standard switch** or a **move switch**; and
 - 64.1.2** Register content codes associated with **switch readings** in transfer notices; and
 - 64.1.3** Acceptance codes for gas acceptance notices; and
 - 64.1.4** Reason codes for gas switching withdrawal notices.
- 64.2** The **industry body** may amend or revoke any code determined under rule 64.1 and the **industry body** must **publish** any amendment or revocation of a code.

65. Initiation of switch

- 65.1** A **switch** is initiated by the **new retailer** under the authority of the consumer electing to change **retailers**.
- 65.2** Before the **new retailer** may initiate a **switch**, the **new retailer** must –
- 65.2.1** Have entered into a contract with the consumer for the supply of gas to the relevant **consumer installation**; and
 - 65.2.2** Have obtained the consumer's agreement to –
 - (a) Effect the **switch**; and
 - (b) Establish the date for commencement of supply through communication with the **responsible retailer**; and
-

- (c) Use an **estimated reading** from the **responsible retailer** to define the split of variable charges between the **responsible retailer** and the **new retailer** at the **switch date**; and
- (d) Collect information relating to the consumer and the **consumer installation** from the **responsible retailer** and elsewhere in order to complete the **switch** and commence gas supply; and

- 65.2.3** Be a party to a valid and subsisting agreement with the owner of the distribution system or transmission system to which the relevant **consumer installation** is connected, allowing the **new retailer** to transport and/or sell gas across that distribution system or transmission system; and
- 65.2.4** Be a party to a valid and subsisting gas sale and purchase agreement providing access to a supply of wholesale gas for distribution; and
- 65.2.5** Be a party to a valid and subsisting agreement with the owner or owners of the **metering equipment** at the relevant **consumer installation**, for use of that equipment to measure gas consumption for the **ICP**.

66. Gas switching notice

66.1 [Subject to rule 61.1.1, W](#)within 2 **business days** after entering into a contract to supply gas to a consumer at the relevant **consumer installation**, the **new retailer** must initiate the **switch** by giving a gas switching notice to the **registry**.

66.1.1 [Where a contract to supply gas is entered into more than 12 business days in advance of the supply commencement date, the new retailer must initiate the switch by giving the gas switching notice to the registry as soon as practicable to comply with rule 67.3 or 67.3A, as appropriate.](#)

66.2 The effect of giving the gas switching notice to the **registry** is that the **new retailer** –

- 66.2.1** Warrants that it has complied with rule 65; and
- 66.2.2** Is deemed to be the agent of the consumer with the authority to obtain from the **responsible retailer** the information required by these **rules** to be contained in the gas acceptance notice and the gas transfer notice.

67. What gas switching notice must contain

67.1 The gas switching notice must state –

- 67.1.1** The **ICP identifier**; and
- 67.1.2** Whether it is a **standard switch** or a **move switch** using the codes defined by the **industry body**; and

67.1.3 In the case of a **move switch** –

- (a) Subject to rule 67.3A, the requested **switch date**; and
- (b) The physical address of the **ICP**.

67.2 The gas switching notice may state –

67.2.1 The name of the consumer requesting the **switch**; and

67.2.2 Subject to rule 67.4, a request for the last 12 months of **register readings** from the **metering equipment** at the **consumer installation**; and

67.2.3 In the case of a **standard switch**, –

- (a) Subject to rule 67.3, the requested **switch date**; and
- (b) The physical address of the **ICP**.

67.3 If the **new retailer** includes a requested **switch date** for a **standard switch**, that date must not pre-date the date the gas switching notice is given to the **registry** and must not be more than **23-10 business days** after the date the gas switching notice is given to the **registry**.

67.3A If the **new retailer** requests a **move switch**, the requested **switch date** must not be earlier than 1 **business day** after the date the **responsible retailer** became the **responsible retailer** and must not be more than **23-10 business days** after the date the gas switching notice is given to the **registry**.

67.4 If the **new retailer** requests the last 12 months of **register readings** from the **meter** at the **consumer installation** –

67.4.1 The **new retailer** and the **responsible retailer** must agree as to how the **register readings** shall be provided; and

67.4.2 The **registry** is not obliged to provide any facility to communicate the **register readings** from the **responsible retailer** to the **new retailer**.

68. Registry validation of gas switching notice

68.1 As soon as possible after having received the gas switching notice, the **registry** must –

68.1.1 Validate the information contained in the gas switching notice by confirming –

- (a) That the **ICP** status for the **ICP** is;–
 - (i) **ACTIVE-CONTRACTED**; or
 - (ii) **ACTIVE-VACANT**; or
 - (iii) **INACTIVE-TRANSITIONAL**; or

(iv) INACTIVE–PERMANENT; and

(b) That any codes used in the notice are available codes; and

(c) That, in the case of a **move switch**, there is a requested **switch date**; and

68.1.2 Based on the validation result, accept or reject the gas switching notice and notify the **new retailer** accordingly.

68.2 Within 1 **business day** of having accepted the gas switching notice, the **registry** must give the gas switching notice to the **responsible retailer**.

69. Response to a gas switching notice

69.1 Within 2 **business days** after receiving a gas switching notice from the **registry**, the **responsible retailer** must give to the **registry** –

69.1.1 A gas acceptance notice in accordance with rule 70; or

69.1.2 A gas transfer notice in accordance with rule 72; or

69.1.3 A gas switching withdrawal notice in accordance with rule 75.

69.1A If a gas switching withdrawal notice provided under rule 69.1.3 is rejected by the **new retailer** (namely by the **new retailer** providing a gas switching withdrawal response notice in accordance with rule 78.1 that rejects the notice provided to comply with rule 69.1.3), the **responsible retailer** must give to the **registry** within 2 **business days** after receiving notice of that rejection from the **registry** –

69.1A.1 A gas acceptance notice in accordance with rule 70; or

69.1A.2 A gas transfer notice in accordance with rule 72.

69.2 The **responsible retailer** must ensure that within [23–10 business days](#) after receiving a gas switching notice from the **registry** it completes the **switch** by the giving of a gas transfer notice, unless the **switch** is withdrawn during that period in accordance with rule 78.3.2.

69.3 In the case of a **standard switch**, if the **responsible retailer** gives a gas transfer notice it must give that gas transfer notice within 2 **business days** of the **switch date** included in the gas transfer notice.

69.4 Where a gas switching withdrawal notice is given in accordance with rule 75.3, the **registry** will not accept a gas transfer notice until a gas switching withdrawal response notice is given.

70. What gas acceptance notice must contain

A gas acceptance notice must state –

70.1 The **ICP identifier**; and

70.2 An expected **switch date** which –

70.2.1 Except as required under rule 72.2, is not limited to any requested **switch date** in the gas switching notice; but

70.2.2 Must be no later than 23-10 **business days** after the date the **responsible retailer** received the gas switching notice from the **registry**; and

70.3 An acceptance code, as defined by the **industry body**, to communicate certain information that might be useful to the **new retailer** in deciding whether to proceed with or withdraw the **switch**.

71. Registry validation of gas acceptance notice

71.1 As soon as possible after having received the gas acceptance notice, the **registry** must –

71.1.1 Validate the gas acceptance notice by confirming that any codes used in the notice are available codes; and

71.1.2 Based on the result of that validation, accept or reject the gas acceptance notice and notify the **responsible retailer** accordingly.

71.2 Within 1 **business day** of having accepted the gas acceptance notice, the **registry** must give the gas acceptance notice to the **new retailer**.

71.3 For the avoidance of doubt, if a gas acceptance notice is rejected by the **registry**, the **responsible retailer** must still comply with rule 69.

72. What gas transfer notice must contain

72.1 A gas transfer notice must state –

72.1.1 The **ICP identifier**; and

72.1.2 the **switch date**; and

72.1.3 An annualised consumption (in gigajoules) estimate for the **ICP**; and

72.1.4 The **meter** location code; and

72.1.5 The date of the last **actual reading** recorded for the **ICP**; and

72.1.6 The **meter** identifier; and

72.1.7 The ~~meter pressure~~meter pressure; and

72.1.8 For each register for which information is being conveyed –

(a) The **register multiplier**; and

(b) The ~~number of dials on the register~~register reading digits; and

- (c) The **switch reading** for the register, which must contain the same number of digits as the ~~number of dials on~~ register reading digits for the register; and
- (d) Whether the **register reading** is an **actual reading** or an **estimated reading**; and
- (e) The register content code; and

72.1.9 Any additional information that can reasonably be expected to affect the accuracy of the **switch** and subsequent consumer billing and allocation processes.

72.2 Subject to rules 72.3 and 72.4, if the gas switching notice included a requested **switch date** that complied with rule 67.3 or 67.3A, the **responsible retailer** must use the requested **switch date** as the **switch date** and provide **switch readings** applicable to that date.

72.3 If the **responsible retailer** has, at the time the gas switching notice was given to the **responsible retailer** by the **registry**, billed a consumer for the **ICP** up to a date after the requested **switch date** then the **responsible retailer** must use –

72.3.1 The day after the billed-to-date as the **switch date** and the billed readings as the **switch readings** if the billed-to-date is less than 23-10 business days after the gas switching notice was received; or

72.3.2 A **switch date** no later than 23-10 business days after the gas switching notice was received if the billed-to-date is 23-10 or more **business days** after the gas switching notice was received.

72.4 For a **standard switch**, if rule 72.3 does not apply and the requested **switch date** in the gas switching notice is less than 7 **business days** from the date the gas switching notice was received by the **registry**, the **responsible retailer** may, at its discretion, use –

72.4.1 The requested **switch date**; or

72.4.2 A **switch date** 7 **business days** from the date the gas switching notice was received by the **registry**.

72.5 If a gas transfer notice relates to a gas switching notice that either did not include a requested **switch date**, or included a requested **switch date** that did not comply with rule 67.3 or 67.3A, the **switch date** must not pre-date the date the gas switching notice was received by the **registry** and must be no later than 23-10 business days after the gas switching notice was received by the **responsible retailer**.

73. Registry validation of gas transfer notice

73.1 As soon as possible after having received the gas transfer notice, the **registry** must –

73.1.1 Validate the information in the gas transfer notice by confirming that –

(a) ~~That a~~Any codes used in the notice are available codes; and

(b) ~~That t~~The number of digits provided for each **register reading** is equal to the ~~number of dials~~**register reading digits** specified for the relevant register; and

~~(b)(c)~~ Subject to rule 73.3, as at the **switch date** specified in the notice, the information contained in the gas transfer notice and the **ICP parameter values** held in the **registry** for the **meter identifier**, **meter pressure**, **register reading digits** and **register multiplier** each match; and

73.1.2 Based on the validation result, accept or reject the gas transfer notice and notify the **responsible retailer** accordingly.

73.2 Within 1 **business day** of having accepted the gas transfer notice, the **registry** must –

73.2.1 Show the **new retailer** as the **responsible retailer** for the **ICP**, effective on and from the **switch date**; and

73.2.2 Give the gas transfer notice to the **responsible retailer**; and

73.2.3 Give a notice to the former **responsible retailer**, the **responsible retailer**, the **distributor**, and the **meter owner**, confirming the identity of the **responsible retailer** and the **switch date**.

73.3 Rule 73.1.1(c) will:

73.3.1 Come into force on, and from, the date that is six months after the Amendment Date notified in the *Gazette*; and

73.3.2 Not apply in respect of a gas transfer notice for an **ICP** with a **TOU meter**.

74. Accuracy of switch readings

74.1 In the gas transfer notice, the **responsible retailer** must provide **switch readings** (whether **actual readings** or **estimated readings**) that are as accurate as feasible for the particular method used to collect or derive the readings.

74.2 In order to facilitate the accuracy of **switch readings** for **move switches** –

74.2.1 The **responsible retailer** must continue to take **actual readings** from the **metering equipment** for all **ICPs** where the **ICP** status is **ACTIVE-CONTRACTED** or **ACTIVE-VACANT**; and

74.2.2 All relevant **actual readings** must be included in the **responsible retailer's** processes to determine the (actual or estimated) **switch readings** for the gas transfer notice.

74.3 If an **ICP** is switched with an **ICP** status of INACTIVE-TRANSITIONAL and the **responsible retailer** uses **estimated readings** for the **switch readings**, the **responsible retailer** will comply with rule 74.1 if the **responsible retailer** –

74.3.1 Continued to collect **actual readings** from the **metering equipment** (in accordance with the **responsible retailer's** normal reading schedule) until the physical disconnection of the **ICP's consumer installation**; and

74.3.2 Used those **actual readings** in the derivation of the **estimated readings** for the **ICP**.

74.4 If the **metering equipment** for any **ICP** resets to zero after each **actual reading**, the gas transfer notice may specify that the **switch reading** is zero.

74.5 If the **consumer installation** has its volume of gas consumption determined by the difference between **register readings** at other **consumer installations** or **gas gates**, the gas transfer notice must specify that the **switch reading** is zero.

74A Ability to withdraw

Subject to rule 34 and provided a condition of withdrawal in rule 75.1 is met, a retailer is able to request that a **switch** is withdrawn by the giving of a gas switching notice or reversal of a **switch** by giving a gas switching withdrawal notice at any time as permitted by rule 75.3.

75. Withdrawal of switching

75.1 A **switch** may be withdrawn if –

75.1.1 There has been an error in the **switch** process such that the **switch** is not giving effect to, or has not given effect to, the agreement with the consumer; or

75.1.2 The consumer, exercising a contractual or statutory right, has requested the **switch** to be withdrawn.

75.2 A switching withdrawal must be initiated by the giving of a gas switching withdrawal notice to the **registry** by –

75.2.1 In the case of a **switch** that is incomplete (where a **new retailer** has given a gas switching notice to the **registry** but has not received a gas transfer notice), either the **responsible retailer** or the **new retailer**; or

75.2.2 In the case where a **switch** has been completed, the **responsible retailer** or the former **responsible retailer**.

75.3 A gas switching withdrawal notice may only be given in the period between –

75.3.1 The date that the gas switching notice is sent to the **registry** by the **new retailer**; and

75.3.2 The date that a new gas switching notice is received by the same **retailer** who is now the **responsible retailer** for that **ICP**.

75.4 Subject to rule 34, there is no limit on the number of gas switching withdrawal notices a **retailer** may give to the **registry** under rule 74A for a gas switching notice provided:

75.4.1 Each gas switching withdrawal notice complies with the other requirements of this rule 75; and

75.4.2 The **retailer** confirms prior to the giving of each gas switching withdrawal notice that a condition in rule 75.1 is satisfied; and

75.4.3 The **responsible retailer** complies with rules 69.2 and 72.2 for each gas switching notice.

76. What gas switching withdrawal notice must contain

The gas switching withdrawal notice must state –

76.1 The **ICP identifier**; and

76.2 The reason code for the switching withdrawal.

77. Registry validation of gas switching withdrawal notice

77.1 As soon as possible after having received the gas switching withdrawal notice, the **registry** must –

77.1.1 Validate the information in the gas switching withdrawal notice by confirming –

(a) That any codes used in the notice are available codes; and

(b) That the notice has been given by a **retailer** authorised to give the notice under rule 75.2; and

77.1.2 Based on the validation result, accept or reject the gas switching withdrawal notice by giving notice to the **retailer** that gave the gas switching withdrawal notice that it has been accepted or rejected.

77.2 Within 1 **business day** of having accepted the gas switching withdrawal notice, the **registry** must give the gas switching withdrawal notice to the other **retailer** involved in the **switch** as set out in rule 75.2.

78. Retailer response to a gas switching withdrawal notice

78.1 Within 5 **business days** after receiving a gas switching withdrawal notice under rule 77.2, the recipient **retailer** must give the **registry** a gas switching withdrawal response notice.

78.2 Each gas switching withdrawal response notice must state whether or not the gas switching withdrawal notice is accepted or rejected. A **retailer** must accept a gas switching withdrawal notice if –

- 78.2.1** There has been an error in the **switch** process such that the **switch** is not giving effect to, or has not given effect to, the agreement with the consumer; or
- 78.2.2** The consumer has exercised a contractual or statutory right to have the **switch** withdrawn.
- 78.2A** The **retailer** giving a gas switching withdrawal response notice must confirm prior to the giving of each gas switching withdrawal response notice whether a condition in rule 78.2 is satisfied.
- 78.3** If the gas switching withdrawal response notice accepts the gas switching withdrawal notice, then –
- 78.3.1** Within 1 **business day** of having received the gas switching withdrawal response notice, the **registry** must –
- (a) Give the gas switching withdrawal response notice to the other **retailer** involved in the **switch** as set out in rule 75.2; and
 - (b) If there has been a change in **responsible retailer** as a result of the acceptance of the gas switching withdrawal, give notice to both **retailers** involved in the switching withdrawal, the **distributor**, and the **meter owner** of the change in **responsible retailer**; and
- 78.3.2** In the case where rule 75.2.1 applies, the uncompleted **switch** is withdrawn, meaning the **switch** is terminated prior to completion and does not result in a change of **responsible retailer** for the **ICP**; and
- 78.3.3** In the case where rule 75.2.2 applies, the completed **switch** is reversed and there is a change in **responsible retailer** for the **ICP**, to the **retailer** who was the former **responsible retailer**.
- 78.4** If the gas switching withdrawal response notice rejects the gas switching withdrawal notice, then –
- 78.4.1** Within 1 **business day** of having received the gas switching withdrawal response notice, the **registry** must give the gas switching withdrawal response notice to the other **retailer** involved in the **switch** as set out in rule 75.2; and
- 78.4.2** That particular gas switching withdrawal process is at an end.

79. Renegotiation of switch readings

- 79.1** This rule applies if a **responsible retailer** disputes the accuracy of a **switch reading** provided by the former **responsible retailer** in a gas transfer notice.
- 79.2** The **responsible retailer** may request an adjustment to a **switch reading** by giving a **switch reading** renegotiation request notice to the **registry**.
-

79.3 For a particular **ICP**, a **switch reading** renegotiation request notice may only be given in relation to –

79.3.1 The most recent **switch**; and

79.3.2 One **switch reading**.

79.4 The **switch reading** renegotiation request notice must state –

79.4.1 The **ICP identifier**; and

79.4.2 The **switch date**; and

79.4.3 The **meter** identifier; and

79.4.4 The content code for the **switch reading** concerned; and

79.4.5 The proposed replacement **switch reading**; and

79.4.6 The basis on which the proposed replacement **switch reading** has been determined.

80. Registry validation of switch reading renegotiation request

80.1 As soon as possible after having received the **switch reading** renegotiation request notice, the **registry** must –

80.1.1 Validate the information in the **switch reading** renegotiation request notice by confirming that the request has been given by the **responsible retailer** as authorised by rule 79.1; and

80.1.2 On the basis of that validation, accept or reject the request and notify the **responsible retailer** accordingly.

80.2 Within 1 **business day** of having accepted the **switch reading** renegotiation request notice, the **registry** must give the **switch reading** renegotiation request notice to the former **responsible retailer** as referred to in rule 79.1.

81. Retailer response to switch reading renegotiation request

81.1 Within 5 **business days** after receiving the **switch reading** renegotiation request notice, the recipient **retailer** must give to the **registry** a **switch reading** renegotiation response notice stating whether or not the **switch reading** renegotiation request is accepted or rejected.

81.2 Within 1 **business day** after receiving the **switch reading** renegotiation response notice, the **registry** must give the **switch reading** renegotiation response notice to the **responsible retailer**.

81.3 If the **switch reading** renegotiation request notice is rejected by the recipient **retailer**, the two **retailers** concerned must endeavour to resolve the matter by other negotiation.

82. Bypass

- 82.1** A bypass occurs when the **distributor** providing the connection service to a **consumer installation** is replaced.
- 82.2** The **registry participants** directly involved in effecting any bypass must process the bypass as either the creation of a new **ICP** or the re-commissioning of an **ICP**, in accordance with these **rules**.
- 82.3** Not less than 10 **business days** before a **retailer** intends giving effect to a bypass, the **retailer** must give notice to the **responsible retailer** and the **responsible distributor** that there is going to be a bypass in relation to the **consumer installation** concerned.

Reports from the registry

83. Reports from the registry

The **registry operator** must provide or **publish**, the following reports –

- 83.1** The general reports under rule 84; and
- 83.2** The **retailer** report under rule 85; and
- 83.3** The **distributor** report under rule 86; and
- 83.4** The **meter owner** report under rule 87; and
- 83.5** Any other report as may be agreed from time to time between the **registry operator** and the **industry body**.

84. General reports

- 84.1** By 0900 hours on the 6th **business day** of each month, the **registry operator** must **publish** a report which states –
- 84.1.1** The number of **ICPs** (categorised by each **ICP** status and **distributor**) contained on the **registry** as at the last day of the previous month; and
- 84.1.2** The number of valid gas switching notices received by the **registry operator** during the previous month.
- 84.2** By 1600 hours on the 15th **business day** of each month, the **registry operator** must **publish** a report on each **registry participant's** compliance with the timeframes specified in these **rules** during the previous month.
- 84.3** The content and format of the report referred to in rule 84.2 must be specified by the **industry body** after consultation with **registry participants** and the **registry operator**.

85. Retailer report

- 85.1** By 0900 hours on the first **business day** of each month, the **registry operator** must give each **retailer** a report that shows –
- 85.1.1** All the **ICPs** for which that **retailer** was identified in the **registry** as **responsible retailer** during the previous month; and
-

85.1.2 For each of those **ICPs**, and for each period that the **retailer** was the **responsible retailer** during that month, the values and effective dates of all **ICP parameters** in Part B of ~~the~~ Schedule 1.

86. Distributor report

86.1 By 0900 hours on the 1st **business day** of each month, the **registry operator** must give each **distributor** a report that shows –

86.1.1 All the **ICPs** for which that **distributor** was identified in the **registry** as **responsible distributor** during the previous month; and

86.1.2 For each of those **ICPs**, the values and effective dates of all **ICP parameters** in Part A of ~~the~~ Schedule 1.

87. Meter owner report

87.1 By 0900 hours on the 1st **business day** of each month, the **registry operator** must give each **meter owner** a report that shows –

87.1.1 All the **ICPs** for which that **meter owner** was identified in the **registry** as **responsible meter owner** during the previous month; and

87.1.2 For each of those **ICPs**, the values and effective dates of all **ICP parameters** listed in Part C of ~~the~~ Schedule 1.

Part 4

Audits

88. Industry body to commission performance audits

88.1 The industry body must arrange performance audits of registry participants at intervals of no greater than five years.

88.2 The purpose of a performance audit under this rule is to assess, in relation to the role or roles performed by a registry participant –

88.2.1 The performance of the registry participant in terms of compliance with these rules; and

88.2.2 The systems and processes of that registry participant that have been put in place to enable compliance with these rules; and

88.2.3 Whether, after the implementation of an intended change notified under rule 88.5, that registry participant will be, or will be able to be, compliant with these rules.

88.3 The industry body in its sole discretion will determine –

88.3.1 When a performance audit under this rule is to be conducted subject to rule 88.4;

88.3.2 The person who is to be audited;

88.3.3 Subject to rule 90, who will be appointed as the auditor; and

88.3.4 Any terms and conditions for the performance audit.

88.4 If the **industry body** considers it practicable to do so, the **industry body** may commission the performance audit of a **registry participant** at the same time, and with the same auditor, as the performance audit of that same participant as an allocation participant under the Gas (Downstream Reconciliation) Rules 2008.

88.5 If a **registry participant** intends to make a change to any of its systems, processes or procedures that could reasonably be considered to be likely to have a major impact on any **registry participant's** compliance with these **rules**, it must, at least 90 days before the change is to take place, advise the **industry body** of the proposed change.

88.6 Upon notification of a proposed change under rule 88.5, the **industry body** may arrange a performance audit of the **registry participant** to be completed at any time before, or up to 90 days after, the change is to take effect.

88.7 The purpose of a performance audit arranged under rule 88.6 shall be limited in scope to an audit of the impact of the proposed change on the **registry participant's** systems, processes and procedures.

89. Time restriction on audit material

In conducting an audit under rule 88, the auditor must not consider: any action, circumstance, event, or inaction that occurred 60 months or more before the date the audit was requested by the **industry body**.

90. Who may be appointed as an auditor

90.1 In appointing an auditor, the **industry body** must appoint a person who is independent to, and not in a position of conflict of interest with, the **registry participant(s)**, as the case may be, that are to be audited.

90.2 No officer or employee of the **industry body** may be appointed as an auditor.

90.3 The person or persons that are to be the subject of the audit may recommend one or more auditors for the **industry body's** consideration.

91. Provision of information to auditor

91.1 In conducting an audit under rule 88, the auditor may:

91.1.1 Request any information from the **industry body** and any **registry participant**; and

91.1.2 Request to examine any processes, systems, procedures and data of the **registry operator** or any **registry participant**.

provided such processes, systems, procedures and data are directly relevant to the performance of the **registry participant** in terms of compliance with these **rules**.

91.2 Any request under rule 91.1 must be reasonable and strictly for the purposes of the audit.

91.3 The **registry operator**, the **industry body** and every **registry participant** must comply with a request under rule 91.1 but nothing in this rule limits any claim for legal professional privilege.

91.4 In providing information to the auditor, a **registry participant** or the **registry operator** may indicate to the auditor where such information is considered to be confidential.

91.5 For the purposes of these rules 88-97, information is confidential if the **registry participant** or the **registry operator** who either owns or holds the information, considers that the information is commercially sensitive.

92. Auditor to prepare draft audit report

92.1 The auditor must prepare, in writing, a draft audit report on the conclusions reached and recommendations formulated as a result of conducting an audit under rule 88.

92.2 Subject to rule 94, the auditor must give a copy of the draft audit report to
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92.2.1 The person or persons that are the subject of the audit;

92.2.2 The **registry operator**;

92.2.3 Any other **registry participant** which the auditor considers has an interest in the report; and

92.2.4 The **industry body**.

92.3 In providing the draft audit report under rule 92.2, the persons referred to in that rule, and the **industry body**, have 10 **business days** from the date the report is received to provide the auditor with comments on the report.

93. Auditor to prepare final audit report

93.1 Before the auditor prepares a final audit report on the conclusions reached and recommendations formulated as a result of conducting an audit under rule 88, the auditor must take into account any comments received on the draft audit report.

93.2 The final audit report must be in writing and, if so requested by the person or persons that are the subject of the audit, must include as an appendix any comments from that person or persons on the draft audit report.

93.3 Subject to rule 94, the auditor must give a copy of the final audit report to
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93.3.1 The person or persons that are the subject of the audit;

93.3.2 The **registry operator**;

93.3.3 Any other **registry participant** which the auditor considers has an interest in the report; and

93.3.4 The **industry body**.

93.4 Once the auditor has given a final audit report under this rule, the report may not be altered in any way.

94. Confidential information in audit reports

94.1 In providing a draft audit report or final audit report, the auditor must provide a complete version to the **industry body**.

94.2 However, at the discretion of the auditor, the versions of the draft audit report and the final audit report provided to any other person or **published** under these **rules** may exclude any confidential information obtained in the conduct of the audit.

95. Publication of final audit reports

Subject to rule 94, the **industry body** must **publish** all final audit reports.

96. Use of final audit reports

To avoid doubt, a final audit report may be used –

96.1 For the purposes of the Gas Governance (Compliance) Regulations 2008;

96.2 For the purposes of considering any amendments to these **rules**;

96.3 By the **industry body** –

96.3.1 For the purpose of reviewing the performance of the **registry operator** under the **registry operator service provider agreement**;

96.3.2 For the purpose of reviewing the performance of an auditor; and

96.3.3 For any other purposes that it considers necessary.

97. Responsibility for audit costs

97.1 In relation to an audit under rule 88, the person that is being audited must pay the costs of the auditor.

97.2 For the purposes of this rule, the costs of the auditor are those costs that have been agreed between the **industry body** and the auditor

Part 5

Retailer Insolvency

98. Insolvent retailer to notify industry body

If a **retailer** becomes an **insolvent retailer**, the **insolvent retailer** must notify the **industry body** of that fact as soon as practicable.

99. Distributor, producer or wholesaler to notify industry body

Any **distributor**, **producer**, or **wholesaler** must notify the **industry body** as soon as practicable if a **retailer** is in default of its financial obligations under a contract unless the **distributor**, **producer**, or **wholesaler** has reasonable cause to believe that the **retailer's** default does not in any way suggest that the relevant **retailer** may be an **insolvent retailer**.

100. Allocation agent to notify industry body

The **allocation agent** must notify the **industry body** as soon as practicable if a **retailer** fails to provide consumption information under rules 31, 32, or 33 of the Gas (Downstream Reconciliation) Rules 2008.

101. Insolvent retailer to provide customer information to industry body

An **insolvent retailer** must, as soon as practicable after becoming insolvent (and in any event within 3 **business days** of receiving a written request from the **industry body**), provide to the **industry body** a report that –

101.1 Provides, in respect of each of its customers, the data held by the **insolvent retailer** for each of the parameters listed in Schedule 2; and

101.2 Subject to rule 102.2, is in the format determined by the **industry body** under rule 102.1

102. Industry body to determine and publish file format

102.1 The **industry body** must, after consulting with **registry participants**, determine and **publish** the file format for the report in rule 101.1.

102.2 Each **retailer** must be capable of producing the report specified in rule 101.1, in the format determined by the **industry body**, on, and from, the date that is 12 months after the publication of the file format by the **industry body**. Prior to this date, and if for any other reason a **retailer** is unable to produce the report in the format determined by the **industry body**, a **retailer** must be capable of producing the report specified in rule 101.1, in a format reasonably requested by the **industry body**.

103. Industry body to maintain confidentiality of information

The **industry body** must keep the information provided in the report referred to in rule 101.1 confidential to the **industry body** unless, and until, it is required to disclose that information –

103.1 As part of the transfer of customers of an **insolvent retailer**, as may be provided for under any gas governance regulation; or

103.2 As provided for, or as necessary to give effect to, rules 104 and 105; or

103.3 As required by law.

104. Treatment of stranded ICPs

The **industry body** will, subject to rule 106, transfer **stranded ICPs** using the following process and otherwise in accordance with relevant regulations.

104.1 The **industry body** must first offer **retailers** the opportunity to request **stranded ICPs**. Where one or more **retailers** requests receipt of **stranded ICPs (requesting retailers)**, the **industry body** shall transfer the **stranded ICPs** in proportion to each **requesting retailer's** existing relative market share of active **ICPs** in the relevant region, as recorded in the **registry**.

104.2 If there are no **requesting retailers** under rule 104.1 then the **industry body** shall transfer **stranded ICPs** to all **retailers** in proportion to each **retailer's** existing relative market share of active **ICPs**, as recorded on the **registry**.

105. Treatment of indeterminate ICPs

Where the **industry body** identifies that there are **indeterminate ICPs** then, subject to rule 106, the **industry body** must apply the following process.—

105.1 The **industry body** shall arrange for **meters of indeterminate ICPs** to be read at intervals so as to determine whether any gas is being consumed.

105.2 Where successive **register readings** for any **indeterminate ICP** indicate that no consumption is taking place the **industry body** must follow the disconnection procedure in rule 105.4.

105.3 Where successive **register readings** indicate that consumption is taking place at an **indeterminate ICP** the **industry body** shall –

105.3.1 Provide notice by registered letter to the address recorded for that **ICP** on the **registry** informing the occupant that –

(a) if the occupant intends to use gas it must contract with a **retailer** within ten **business days** of delivery of the registered letter; and

(b) if the occupant fails to contract with a **retailer** within that time, the **industry body** will direct that the **indeterminate ICP** will be disconnected by the **responsible distributor**; and

105.3.2 Monitor the status of that **indeterminate ICP** and if the occupant has not –

(a) made arrangements to **switch** to a **new retailer** within the ten **business day** period provided for in rule 105.3.1(a); or

(b) confirmed (to the **industry body's** satisfaction) the identity of its existing **retailer**.

then the **industry body** shall follow the disconnection procedure in 105.4.

105.4 Where an **ICP** needs to be disconnected under rule 105.2 or 105.3, the **industry body** must instruct the **responsible distributor** to –

105.4.1 disconnect that **indeterminate ICP**; and

105.4.2 notify the **industry body** immediately when that has been done;

105.5 A **responsible distributor** who receives an instruction from the **industry body** to disconnect an **indeterminate ICP** under rule 105.4 will act in accordance with that instruction, and otherwise in accordance with that **responsible distributor's** standard disconnection procedure.

105.6 Upon receiving notification under rule 105.4.2, the **industry body** shall –

105.6.1 pay to the **responsible distributor** the standard disconnection charge posted on the **responsible distributor's** website or, in the event that no standard charge is published by the **responsible distributor**, such charge as the **industry body** in its sole discretion considers reasonable for disconnection; and

105.6.2 update the **ICP** status for the indeterminate ICP on the **registry** to INACTIVE-TRANSITIONAL to reflect that it has been disconnected and is inactive; and

105.6.3 transfer the **ICP** (which is now a **stranded ICP**) to a **retailer**, by applying rule 104.

106. Exception

The **industry body** will not be required to follow the process in rule 104 for **stranded ICPs**, or rule 105 for **indeterminate ICPs**, where it has reasonable cause to believe that the **ICP** status for the relevant **ICP** on the **registry** is incorrect, and the relevant **ICP** is not a **stranded ICP** or **indeterminate ICP**.

Schedule [1](#)

Part A

ICP parameters maintained by Distributors

ICP Parameter	Rules governing values assigned
ICP Identifier	The unique 15-character identifier assigned to the ICP by the distributor .
ICP creation date	The date that the distributor deems the ICP to be created, which must be not later than the date that the gas service pipe to the ICP's consumer installation is first livened. It is the earliest date for any event relating to the ICP in the registry .
Responsible Distributor	The code of the responsible distributor and creator of the ICP . Distributor codes are determined and published by the industry body from time to time.
Network Pressure	The value of the nominal operating pressure, expressed numerically in kilopascals, of the distribution system or transmission system to which the ICP's consumer installation is connected.
ICP Altitude	The altitude, expressed in metres above mean sea level, of the meter measuring gas consumption for the ICP's consumer installation , and for use in any required (non-dynamic) correction of the metered gas volume to standard volume.
Gas gate	The code of the gas gate from which the distributor deems gas is delivered to the ICP's consumer installation . Gas gate codes are determined and published by the industry body from time to time.
ICP Type	The code representing the ICP type. ICP types and ICP type codes are determined and published by the industry body from time to time.
ICP Status	The code representing the ICP status. ICP status is maintained by the responsible distributor under rule 59. At ICP creation and ICP readying, the value is assigned by the registry under rule 53.3.
Connection status	The code representing the connection status . Connection status is maintained by the responsible distributor under rule 60 and in accordance with the requirements published by the industry body under rule 60.2.
Load Shedding Category	The code representing the load shedding category that identifies the position of the ICP's consumer installation in the hierarchy for emergency curtailment of gas. Load shedding categories and codes are determined and published by the industry body from time to time and are consistent with the curtailment bands under Schedule 2–3 of the Gas Governance (Critical Contingency Management) Regulations 2008.
Maximum	The maximum quantity of gas, in cubic metres, that the gas-

Hourly Quantity (MHQ)	consuming equipment at the consumer installation is capable of drawing per hour. The value is distinct from the capacity of the gas service pipe or metering equipment serving the consumer installation . Mandatory only where MHQ is used to determine the distributor's network charges. May be conveyed by means of a 'disclosure on application' code in accordance with rule 50.
Expected Retailer	The code of the retailer that the distributor expects to be the first responsible retailer for the ICP .
Network Price Category	The code of the network price category to which the ICP belongs, as determined and published by the distributor . The charges associated with the code may be conveyed by means of a 'disclosure on application' code in accordance with rule 50.
Loss factor Code	The code that identifies the loss factor applicable to the ICP's consumer installation .
Network Price Details	A free-text parameter to allow the distributor to provide other information relevant to the network pricing of the ICP's consumer installation .
Physical Address	The physical address assigned by the distributor to the ICP's consumer installation , so that the ICP can be unambiguously identified with the consumer installation , in the registry .

With the exception of the **ICP identifier** and **ICP** creation date parameters, each of the parameters in Part A of ~~the~~ Schedule 1 has an associated effective date, being the date from which the current value of the **ICP parameter** became applicable.

Part B

ICP parameters maintained by Retailers

ICP Parameter	Rules governing values assigned
Responsible Retailer	The code of the retailer with current responsibility for the ICP . Retailer codes are determined and published by the industry body from time to time.
ICP status	The code representing the ICP status. ICP status is maintained by the responsible retailer under rule 59.
Connection status	The code representing the connection status . Connection status is maintained by the responsible retailer in accordance with the requirements published by the industry body under rule 60.2.
Allocation Group	The code represents the allocation group to which the ICP belongs, as published by the industry body from time to time.
Profile	The code that identifies the profile assigned to the ICP . Profile codes are determined and published by the industry body from time to time.
Responsible Meter owner	The code, of the responsible meter owner . Responsible meter owner is assigned according to the authority of a service agreement between the responsible retailer and the meter owner providing the meter measuring consumption for the ICP . Meter owner codes are determined and published by the industry body from time to time.

Each of the parameters in Part B of ~~the~~ Schedule 1 has an associated effective date, being the date from which the current value of the **ICP parameter** became applicable.

Part C

ICP parameters maintained by Meter Owners

ICP Parameter	Rules governing values assigned
Meter Identifier	The serial number or other unique identifier of the meter that measures volume consumption for the ICP's consumer installation , as assigned by the meter owner . However, if the consumption information is being measured by difference, the meter identifier value must be "DIFFERENCE".
Meter Location Code	The code, as defined in a published schedule of meter location codes by the meter owner , that advises the location of the meter used to record consumption at the consumer installation .
<u>Meter Pressure</u>	<u>The meter pressure unless the meter operates at network pressure (as indicated by a 'Y'es in the associated field), in which case this field will be automatically populated with the network pressure. Not populated for TOU meters (as indicated by a 'Y'es in the associated field).</u>
<u>Register Multiplier</u>	<u>The factor by which a quantity taken from a register reading is multiplied in order to convert to cubic metres. Not populated for TOU meters (as indicated by a 'Y'es in the associated field).</u>
<u>Meter operating at network pressure</u>	<u>A 'Y'es or 'N'o value to indicate whether the meter is operating at network pressure (that is, has no meaningful meter pressure). Not populated for TOU meters (as indicated by a 'Y'es in the associated field).</u>
<u>Register Reading Digits</u>	<u>The number of moving dials on the meter register that represent whole units, plus any painted or fixed digits that represent whole units. Not populated for TOU meters (as indicated by a 'Y'es in the associated field).</u>
Standard Meter	A 'Y'es or 'N'o value to indicate the use or not of a standard meter (being one that is not a prepaid meter) for measurement of consumption volume for the ICP's consumer installation .
Prepay Meter	A 'Y'es or 'N'o value to indicate the use or not of a prepaid meter for measurement of consumption volume for the ICP's consumer installation .
<u>Advanced meter</u>	<u>A 'Y'es or 'N'o value to indicate the use or not of an advanced meter for measurement of consumption volume for the ICP's consumer installation</u>
<u>TOU meter</u>	<u>A 'Y'es or 'N'o value to indicate the use or not of a TOU meter for measurement of consumption volume for the ICP's consumer installation.</u>
Logger Owner	The code of the owner of any datalogger included in the metering equipment measuring consumption volume for the ICP's consumer installation metering whether or not the datalogger is in use at the time. Logger owner codes are determined and published by the industry body from time to time.

**Corrector
Owner**

The code of the owner of any **corrector** included in the **metering equipment** measuring consumption volume for the **ICP's consumer installation metering**— whether or not the **corrector** is in use at the time. **Corrector** owner codes are determined and **published** by the **industry body** from time to time.

**Telemetry
Owner**

The code of the owner of any telemetry included in the **metering equipment** measuring consumption volume for the **ICP's consumer installation metering**— whether or not the telemetry is in use at the time. Telemetry owner codes are determined and **published** by the **industry body** from time to time.

**Advanced
Meter
Owner**

The code of the owner of any **advanced meter** included in the **metering equipment** measuring consumption volume for the **ICP's consumer installation metering**— whether or not the advanced meter is in use at the time. Advanced meter owner codes are determined and **published** by the **industry body** from time to time.

**Metering
Price
Category**

The code of the metering price category that identifies the charges applicable to the full set of **metering equipment** currently used to measure and convey the consumption volume information for the **ICP's consumer installation**. The codes are as defined and made available by the **meter owner**. May be conveyed by means of a 'disclosure on application' code in accordance with Rule 50.

In the case of the 'Y'es and 'N'o values for the **advanced meter, TOU meter, 'standard meter'** and **'prepay meter'** parameters, there may not be more than one 'Y' value between the **fourtwo** parameters, but there may be **fourtwo** 'N' values to signify that the **consumer installation** is unmetered.

Each of the parameters in Part C of ~~the~~ Schedule **1** has an associated effective date, being the date from which the current value of the **ICP parameter** became applicable.

Schedule 2

Parameters for customer report provided by Insolvent Retailer

For each ICP

ICP identifier

Customer name, postal address and contact details

Customer number or identifier

Gas Gate

Allocation group

Dual fuel customer

Curtailement band

ICP status code

Information about meter access including dog notes or other hazards

Distributor code

Maximum hourly quantity

Network price/tariff code

Loss factor code

Annualised consumption estimate

Date of last bill

Meter identifier

Meter location code

Last actual reading date

Meter pressure

Number of registers

For each meter register:

Register reading digits

Register multiplier

Register content code

Register reading

Billed reading
