

Improving Monitoring of the Retail Market

Reducing Energy Hardship Conference

20 May 2024

Our vision

Consumers have **choices** in accessing the **energy** they need now and, in the future, to ensure they and New Zealand prosper.

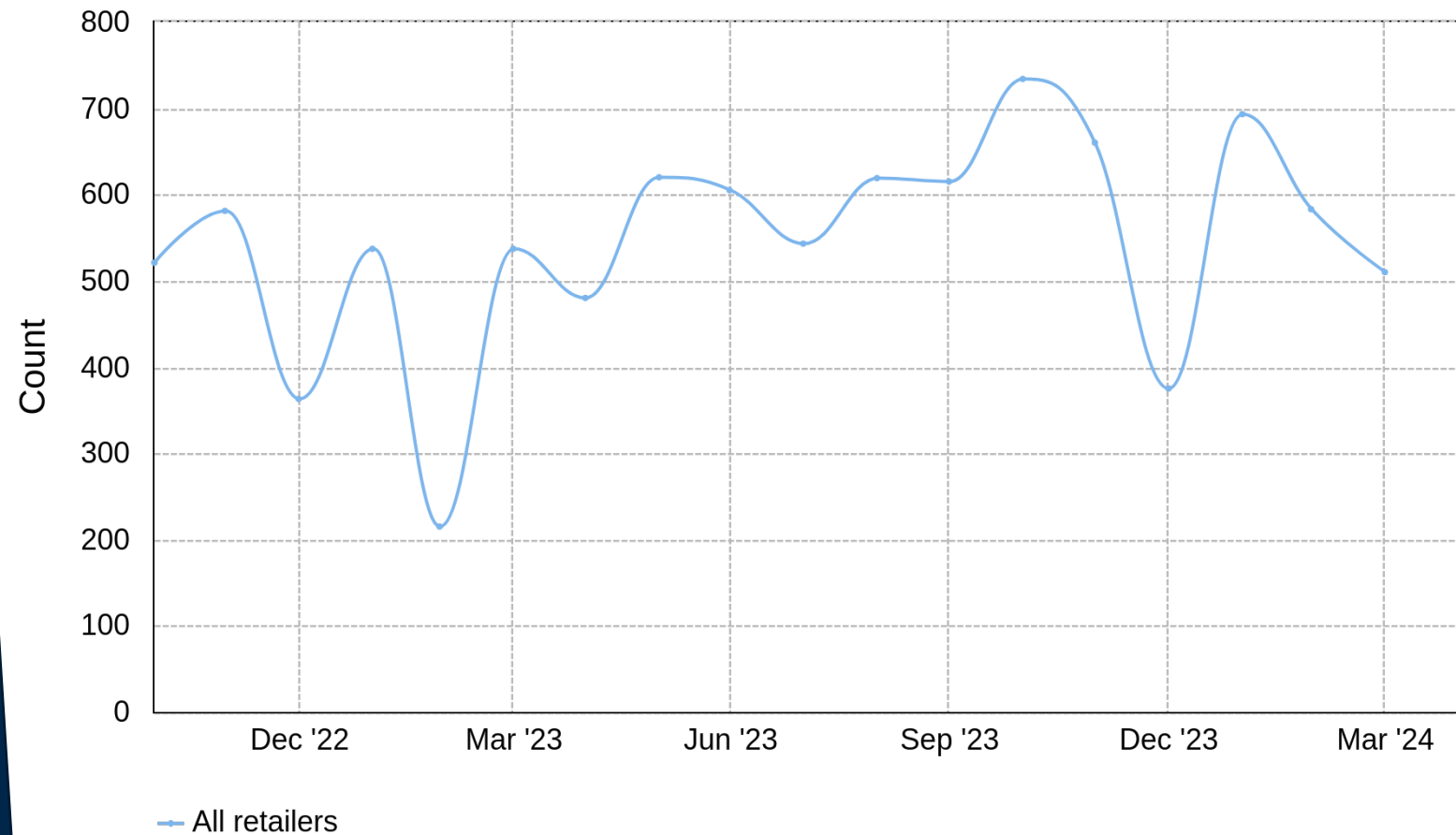


We are ambitious for consumers

- Mandating the Consumer Care Guidelines for retailers to better serve consumers
- Improving consumer choice
- Changing how we collect and publish retail market data
- Supporting innovation

Retailer Financial Stress notice

ICPs disconnected for non-payment for a period of more than 24 hours



emi.ea.govt.nz/r/rxzyy

Improving our retail market monitoring

A new clause 2.16 notice to:

- Fill information gaps
- Consolidate retail data requests
- Make data available to the industry
- Keep the cost reasonable

Key information we want to collect

- Monthly billing data by ICP
- Half hourly consumption data
- Bundling of electricity with other utilities
- Relationship of switching rates to ICP tariffs
- Data on small business, prepay, MDC, customers in debt
- Data on disconnection/reconnection and debt management practises, complaints, and refusal of service



Questions