



Fact Sheet: Designating the electricity retail sector under the Customer and Product Data Act 2025

The Government has decided to designate the electricity retail sector as the next sector under the Customer and Product Data Act 2025. It is an important step in enabling regulated “Open Electricity” for consumers from mid-2027.

This factsheet outlines the main policy settings for the designation. Regulations and standards will be developed in 2026 to give effect to these settings.

Further decisions are required on fees and levies and their attribution between participants. Consultation on those proposals is expected to take place in mid-2026.

Area of designation	Designation policy setting
Designated customer data	<p>Designated customer data will be limited to data of:</p> <ul style="list-style-type: none">• all residential customers who have a smart meter (including households, rentals, holiday homes and apartments); and• businesses who have a smart meter and who consumed less than 40MWh in the previous calendar year. <p>Designated customer data is as follows:</p> <ul style="list-style-type: none">• The unique identifier that the customer’s retailer(s) use or used to distinguish the customer/account holder• Information the customer has provided to the retailer to identify themselves, such as their name, contact details and contact address• Installation Control Point (ICP) associated with the account. If there are multiple ICPs, associated with the account within two years from the request, all those ICPs• Product names and identifiers, including any product ID and tariff ID, for any products that have been provided to the customer within two years of the request• Tariff plan structure and time-of-use pricing associated with the customer in half-hourly increments

	<ul style="list-style-type: none"> • Meter type and meter configuration • Electricity consumption in half-hourly increments (kWh) of electricity generated by the customer, within two years of the request, at each ICP • Total export back to the distribution network in half-hourly increments (kWh) of electricity within two years of the request at each ICP • Bill history (total monetary value, consumption, amount generated, amount exported and billing period) including discounts or other incentives for up to two years from the request • What other bundled services (such as gas or broadband) are provided with the customer's electricity; and • Fixed (including end date) or open term plan.
Designate data holders	<p>Data holders to be designated are:</p> <ul style="list-style-type: none"> • all retailers who offer generally available tariffs. They must provide product data in relation to those plans. • all electricity retailers that supply electricity to more than 1,000 ICPs in New Zealand in the previous calendar year must provide customer data. <p>Data holders must provide data under the designation from 1 July 2027.</p> <p>Other electricity retailers may opt in to be data holders in respect of customer data by giving notice to MBIE.</p>
Designated product data	<p>Designated product data is to be as follows:</p> <ul style="list-style-type: none"> • tariff plans available to any consumer who meets eligibility criteria – including metering requirements, lines company, location, payment method, solar, battery or electric vehicle prerequisites, small business or domestic consumer, credit check requirements • product name and ID • tariff structure and ID, including the fixed charge, variable charge, export rate, time-of-use pricing, and fees to be provided in half-hourly increments where applicable • fees and discounts, including disconnection, reconnection and late payment fees • any bundled services; and

	<ul style="list-style-type: none"> any credits or other tangible incentives associated with the plan (such as a free new appliance).
Accredited requestors	<p>Accredited requestors must be a member of the designated disputes resolution scheme.</p> <p>Accredited requestors must have adequate insurance to address the risk that the requestor is unable to meet liabilities related to data requests under the Customer and Product Data Act 2025.</p> <p>Data holders must, within 5 days of receiving notification in writing from an accredited requestor, provide the information necessary to:</p> <ul style="list-style-type: none"> complete a request to establish a connection with that requestor; and establish connections with the data holder's electronic system.
Fees for data requests	Data holders will not be permitted to charge fees for data requests from a customer or an accredited requestor.
Disputes resolution	<p>The Energy Complaints Service, operated by Utilities Disputes Limited (UDL), should be the designated disputes resolution scheme.</p> <p>The Minister of Commerce and Consumer Affairs is to determine if, and how, the regulations prescribe the manner in which the rules of the disputes resolution scheme may be changed.</p>

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