Part E: Registry information & customer switching

1   Introduction

1.1   Contents of part E

The rules in this part E outline the process:

1.1.1   *The role of the registry*

For the management of information held by the **registry**; and

1.1.2   *For customer switching*

To establish an approved process for the transfer of **customers** between **retailers**.

1.2   Compliance with part E

Retailers and **distributors** are **members** of part E unless they are part of an alternative switching arrangement approved by the **Board** in accordance with the process that it may approve for that purpose from time to time under the **rules**.

1.3   Changing the rules in Part E

Subject to rule 1.5, the rules in part E can only be changed by a **resolution** of **retailers** and **distributors** voting in accordance with the process set out in rule 2 of section IV of part A and the voting entitlements set out in schedule A6, or by the **Board** under rule 1.9 of section IV of part A.

1.4   Fees for part E

Each **member** of part E will be attributed fees in accordance with:

1.4.1   *Allocation of SSDA development fees*

The proportion of SSDA fees pursuant to rule 4 of section IV of part I allocated to each **purchaser** who is a **member** of part E will be equal to the **member's** share of non-half hour metered **electricity** purchased by that **member** as defined in rule 1.4.3.

1.4.2   Allocation of reconciliation manager profiling fees

The proportion of reconciliation manager profiling fees pursuant to rule 4.2.2 of schedule A7 allocated to each **purchaser** who is a **member** of part E will be equal to the **member's** share of non-half hour metered **electricity** purchased by that **member** as defined in rule 1.4.3.

1.4.3   Shares in 1.4.1 and 1.4.2

Pursuant to rules 1.4.1 and 1.4.2 the proportions attributed to applicable **members** will be:

$$\text{Share}_x = \textbf{MWh}_{nhh,x,p} / \textbf{MWh}_{nhh,bp,p}$$

where

Share_x means the proportion payable by a **member**;

$\textbf{MWh}_{nhh,x,p}$ means the total non-**half-hour** metered **MWh** of **electricity** purchased by that **purchaser** from the **clearing manager** during that **billing period** as measured by the **reconciliation manager**;

$\textbf{MWh}_{nhhbp,p}$ means the total non **half-hour MWh** of **electricity** purchased by all **purchasers** from the **clearing manager** during that **billing period** as measured by the **reconciliation manager**;

1.4.4   Profiling fees

Each **member** who is a **purchaser** who has introduced or used one or more **profiles** for reconciliation will pay a fee in relation to the costs attributed for reviewing **profile** applications for approval, examining the application of **profiles** at least once every two years, auditing the structure of every approved **profile** at least every three years, and the operation of the **working group** that considers profiling related matters.

1.4.5   Shares for 1.4.4

Pursuant to rules 1.4.4 the proportions attributed to applicable **purchasers** will be:

$$\text{Share}_x = \textbf{MWh}_{nhh,x,pa} / \textbf{MWh}_{nhh,bp,pa}$$

Share_x means the proportion attributed to a **purchaser**;

$\textbf{MWh}_{nhh,bp,pa}$ means the total non-**half-hour MWh** of **electricity** purchased by all **purchasers**, who use one or more profiles, from the **clearing manager** during that **billing period** as measured by the **reconciliation manager**;

$MWh_{nhh,x,pa}$ means the total non-**half-hour** metered **MWh** of **electricity** purchased by that **purchaser** who used one or more profiles from the **clearing manager** during that billing period as measured by the **reconciliation manager**;

1.4.6 Other costs

Any cost or fee allocated by the **Board** to part E that is not covered by rules 1.4.1, 1.4.2, and 1.4.4 will be allocated under this rule 1.4.6. The proportion allocated to each **purchaser** who is a **member** of part E will be equal to the **member's** share of votes allocated under rule 1.4.2 of schedule A6 as at dates specified under rule 5 of schedule A7.

1.5 Changing rule 1

Rule 1 may only be changed by a **resolution** passed in accordance with the process set out in rule 4 of section I of part A.

2 Retailers must provide ICP information to the registry

Subject to rule 10.3 of section V of part G, each **retailer** will ensure that, in relation to each **ICP** at which that **retailer** sells **electricity**, the information set out in rules 1 and 2 of schedule E3 is provided in writing to the **registry** within three **business days** of the **event date**.

3 Retailers must keep information up to date

Should any of the information provided under rule 2 change, the **retailer** responsible for that **ICP** will provide written notice to the **registry** of that change within three **business days** of the change occurring.

4 Distributors must provide certain information to retailers

Where a **retailer** is obliged to provide information to the **registry** in relation to an **ICP** under rule 2 for the first time, the **distributor** whose **local network** includes that **ICP**, will provide in writing to that **retailer** the information set out in rule 2.1 of schedule E3 within two **business days** of the **event date**.

5 Updated information to be provided to the registry

5.1 Distributor to update

Should any of the information referred to in rule 2.2 or rule 2.7 of schedule E3 and provided under rule 2 or rule 3 change, the **distributor** responsible for that **ICP** will

provide written notice to the **registry** of that change within three **business days** of the change occurring.

5.2   Retailer may update

Notwithstanding rule 5.1, the **distributor** and the **retailer** responsible for the relevant **ICP** may agree that the **retailer** will update any information required to be provided to the **registry** under rule 5.1. In doing so, the **distributor** may not allow the **retailer** access to any information about **ICPs** other than those at which that **retailer** sells **electricity**.

6   The process for customer switching

Where any **retailer** ("the new **retailer**") contracts with a **customer** for the sale of **electricity** at an **ICP** where another **retailer** ("the old **retailer**") supplies or has most recently supplied **electricity** then, in order to facilitate the implementation of the new contract, the **retailers** must comply with the rules in schedule E4

7   Parties to ensure arrangements for line function services

Before notifying the **registry** of any information under rule 2 or rule 3 the **retailer** must ensure that it, or its **customer**, has made any necessary arrangements for the provision of line function services in relation to the relevant **ICP**.

8   Termination of contracts for sale of electricity

A **retailer** may not cease, for the purposes of reconciliation under the **rules**, to sell **electricity** to a **customer** at an **ICP** until either:

8.1   Another retailer takes its place

Another **retailer** has agreed with that **customer** to enter into a contract for the sale of **electricity** at that **ICP** as notified by the **registry** under rule 1.8 of schedule E4; or

8.2   The ICP has been de-energised

The **ICP** has been de-energised and the **retailer** has completed a final **meter interrogation**.

9   Confirmation of receipt of data

9.1   Registry will acknowledge receipt of data

Information provided to the **registry** will be deemed not to be received until the **registry** has confirmed receipt.

9.2   Confirmation of information

The **registry** will immediately confirm to each **member** receipt of all information received from that **member**. Such confirmation will also contain a record of the time of receipt.

9.3   Members to check if no confirmation received

If any **member** has not received a confirmation that its information has been received by the **registry** within 10 minutes after that information has been sent, the **member** will telephone the **registry** to check whether the information has been received. If it has not, the **member** will resend the information. The process set out in rule 9.2 and this rule will then be repeated until such time as the **registry** has confirmed receipt of the information from the **member**. Registry will maintain a database of information

The **registry** will maintain a register of the information received by it and updated pursuant to the **rules**. The **registry** will also ensure that a complete **audit** trail exists for all information received by it pursuant to the **rules**.

10 Reports from the registry

On the first **business day** of each **reconciliation period** the **registry** will provide a report to all **members** containing the following information:

10.1 The number of ICPs on the register

The number of **ICPs** notified to it and contained on its register at the end of the previous **reconciliation period**;

10.2 The number of customers changing suppliers on the register

The number of notifications received by it under rule 1.7 of schedule E4 during the previous **reconciliation period**;

10.3 The number of discrepancies on the register

The number of discrepancies notified to it in accordance with rule 3.2 of schedule E1 relating to the previous **reconciliation period**; and

10.4 Other information as agreed with the Board

Such other information as may be agreed from time to time between the **registry** and the **Board**.

11 Access to the registry

Certain **participants** are authorised to have access to certain of the information held by the **registry** as specified in this rule 11. The security requirements for such access

will be as reasonably determined from time to time by the **registry**. The **registry** will make the security requirements it determines available to all **participants**.

11.1 Retailer access

11.1.1 Single contract query

Any **retailer** may make an enquiry about a single **ICP** of any other **retailer**. The **registry** will provide such information according to rule 2.1 of schedule E2.

11.1.2 Total contract query

Any **retailer** may make an enquiry about all the **ICPs** of that **retailer**. The **registry** will provide the information requested within four hours of receiving the enquiry. The time when the **registry** is not obliged to be available will not be taken into account in determining whether or not the **registry** has provided the information requested within the timeframe set out in this rule.

11.2 Administrative Access

The **Board**, the **reconciliation manager** or the **Rulings Panel** may make an enquiry to the **registry** about any or all **ICPs**. The **registry** will provide the information requested within four hours of receiving the enquiry. The time when the **registry** is not obliged to be available will not be taken into account in determining whether or not the **registry** has provided the information requested within the timeframe set out in this rule.

11.3 Distributor Access

Any **distributor** may make enquiries about all **ICPs** on a **local network** of that **distributor**. The **registry** will provide the information requested within four hours or receiving the enquiry. The time when the **registry** is not obliged to be available will not be taken into account in determining whether or not the **registry** has provided the information requested within the timeframe set out in this rule.

12 Use of ICP identifier on invoices

Each **retailer** will ensure that the relevant **ICP** identifier(s) will be printed on every invoice or associated documentation relating to the sale of **electricity** rendered by the **retailer** and such information will be clearly labelled "**ICP**" on the invoice.

13 Customer queries

Each **retailer** or **distributor** will advise any **customer** (or any person authorised by the **customer**) of its **ICP** identifier within three **business days** of receiving a request for that information.

Schedule E1 – Retailer reconciliation process

1 Introductory rules

1.1 Purpose of this schedule

The purpose of this schedule is to:

1.1.1 Create a regime for data administrators

Provide for the operation of **data administrators**; and

1.1.2 Outline retailer reconciliation process

Outline the process by which a retailer's **metering information** is derived.

2 Collection of metering information relating to profiled customers

2.1 Metering information from profiled ICPs

Metering information relating to an **independent retailer's ICPs** notified under rule 2 of part E will be collected by a **data collector** and the **raw meter data** provided to the relevant **data administrator**. This **raw meter data** will be deemed to apply from 00:00 hours on the day after the last **meter interrogation** up to and including 24:00 hours on the day of the **meter interrogation**.

2.2 Data collector to carry out other tasks

The **data collector** will carry out such tasks arising in relation to **meter interrogation** as specified in **code of practice** 5.

2.3 Establishing an initial meter reading for incumbent retailers

In order for an **incumbent retailer** to cease to have that status, the following process may be followed:

2.3.1 Application to Board

The **incumbent retailer** will provide the **Board** with a detailed description of the process by which the **incumbent retailer** will estimate a **meter interrogation** on the **global date**;

2.3.2   *Board to consider process*

The **Board** will consider and, if it sees fit, approve the process;

2.3.3   *If approval of incumbent retailers process, use process to move toward global reconciliation*

If the **Board** approves the **incumbent retailer's** process for establishing a **meter interrogation**, the **incumbent retailer** may use this process to estimate a **meter interrogation** as at 24:00 on the last day of the **reconciliation period** prior to the **reconciliation period** in which that **incumbent retailer** moves to **global reconciliation**;

2.4   Use interrogation for reconciliation

A deemed **meter interrogation** resulting from rule 2.3.3 will be used as a component of the historical estimate formulated in rule 4.2.1.

3   Registry discrepancies

3.1   Registry to report to data administrators

By 0900 hours on the first **business day** of each **reconciliation period**, the **registry** will provide to each **data administrator** a list of the **ICPs** which that **data administrator** was recorded on the register as being responsible for during the previous **reconciliation period**. This list will also contain the codes for the relevant **retailer, local network** and, where relevant, **profile(s)** in respect of each **ICP**. The list will be current as at 1930 hours on the last day of the previous **reconciliation period**.

3.2   Data administrator to check list and provide report

By 1600 hours on the fifth **business day** of the **reconciliation period**, each **data administrator** must have checked the list received under rule 3.1 against its own records and provided to the **registry** a report identifying any discrepancies that it identified in the list.

3.3   Registry to publish consolidated report

By 1600 hours on the sixth **business day** of the **reconciliation period**, the **registry** will publish to all **data administrators** all the reports it has received under rule 3.2.

3.4   All discrepancies resolved by data administrators

All discrepancies set out in the report published under rule 3.3 will be resolved between the relevant **data administrators** by 1600 hours on the 13th **business day** of the **reconciliation period** after the **reconciliation period** in which the report described in rule 3.3 is published. Corrected data will then be provided by 1600 hours on the 14th **business day** of that **reconciliation period** to the **registry** by the relevant **retailer**.

3.5   Data administrators to use their own lists

The aggregated information provided to the **reconciliation manager** under rules 2 to 5.5 of section V of part G should be on the basis of the **data administrator's** own information rather than the list provided by the **registry**.

4   Creation of metering information

4.1   Data administrators prepare information

For each **retailer** who contracts with a **data administrator**, the **data administrator** will prepare **metering information** for each **grid exit point** for the previous **reconciliation period**. Such **metering information** will include:

4.1.1   Half hour data

> **Half hour metering information** for each **ICP** notified under rule 4 of part E for the previous **reconciliation period** prepared in accordance with the **rules**; and

4.1.2   Profile data

> Profiled **metering information** calculated in accordance with either rule 4.2 or 4.3 (as applicable) for each **ICP** that has been notified under rule 2 of part E.

4.2   Methodology for historical estimates

The methodology for preparing an historical estimate for each **ICP** notified under rule 2 of part E will be as follows:

4.2.1   Complete reconciliation periods spanned by a meter reading

> Where the period between any two consecutive **meter interrogations** encompasses an entire **reconciliation period**, an historical estimate will be prepared in accordance with the following formula:

> $HED_{ICP} = kWh_{ICP} * A/B$

> Where:

> $HED_{ICP} =$ is a quantity of **electricity** for an **ICP**

> $kWh_{ICP} =$ is the difference in kWh between the **metering information** collected in relation to the **ICP** from the last **meter interrogation** prior to the **reconciliation period** and the **metering information** collected in relation to the **ICP** from the first **meter interrogation** after the **reconciliation period**

> $A =$ is the **seasonally adjusted profile shape** for that **profile** for that **reconciliation period** as published by the **NRM**

B = is the **seasonally adjusted profile shape** in relation to all **ICPs** in that **profile** for the same time period as is covered by kWh_{ICP} as published by the **NRM**

4.2.2 *Part reconciliation period calculation*

Where a **meter interrogation** has collected **metering information** relating to the first part of a **reconciliation period** and one or more subsequent **meter interrogations** have collected **metering information** relating to the rest of that **reconciliation period**, an historical estimate will be prepared in accordance with the following formula:

$HED_{ICP} =$ $kWh_{ICP1} * A_1 / B_1 + kWh_{ICP2} * A_2 / B_2$

Where:

$HED_{ICP} =$ is a quantity of **electricity** for an **ICP**

$kWh_{ICP1} =$ is the difference in kWh between the **metering information** collected in relation to the **ICP** from the last **meter interrogation** prior to the **reconciliation period** and the **metering information** collected in relation to the **ICP** from the first **meter interrogation** after the **reconciliation period**

$A_1 =$ is the **seasonally adjusted profile shape** for that **profile** for the relevant days in that **reconciliation period** as published by the **NRM**

$B_1 =$ is the **seasonally adjusted profile shape** for that **profile** for the same time period as is covered by kWh_{ICP1} as published by the **NRM**

$kWh_{ICP2} =$ is the difference in kWh between the **metering information** collected in relation to the **ICP** from the first **meter interrogation** during the **reconciliation period** and the **metering information** collected in relation to the **ICP** from the first **meter interrogation** after the **reconciliation period**

$A_2 =$ is the **seasonally adjusted profile shape** for that **profile** for the relevant days in that **reconciliation period** as published by the **NRM**

$B_2 =$ is the **seasonally adjusted profile shape** for that **profile** for the same time period as is covered by kWh_{ICP2} as published by the **NRM**

4.3 Methodology for forward estimates

A forward estimate can only be used where no historical estimate under rule 4.2 is possible. For the avoidance of doubt, a forward estimate will always be used in relation to the previous **reconciliation period**. A forward estimate is an estimation (in kWh) of the total quantity of **electricity** that flowed through an **ICP** during the **reconciliation period.** The methodology used for providing a forward estimate will be at the discretion of the **independent retailer** provided that:

4.3.1 Accuracy of forward estimates to be audited and if necessary referred to the Board

Each **data administrator** will ensure that the accuracy of its forward estimates against historical estimates as within the percentage of error specified by the **market administrator** from time to time. Each **year**, the **market administrator** will test in relation to each **data administrator** the accuracy of forward estimates against historical estimates. The results of this test will be published. If the percentage of error falls outside the percentage specified by the **market administrator** then the matter will constitute a breach of this rule 4.3.1 and be referred to the **Board** under rule 1.2 of section V of part A.

4.4 Compulsory meter readings

Unless otherwise agreed with the incumbent retailer and other retailers using the GXP residual profile, when a retailer changes the profile associated with a meter, a qualified data collector will under take a meter interrogation on the day on which that change is to take effect. The data administrator will use the information from that interrogation in calculating the relevant historical estimates of consumption of each profile for that meter.

Schedule E2 – Registry performance rules

1   Registry system solution

The **registry** will:

1.1   Deliver a system

Deliver a system that:

1.1.1   Accepts data

Accepts the data outlined in rules 1 and 2 of schedule E3;

1.1.2   Retains history

Retains the history of that data; and

1.1.3   Enables access

Enables access to data in accordance with the **rules**;

1.2   Member in reform process

Participate in the electricity sector reform process, maintaining close contact with **members**, providing additional services and support to ensure that the **registry** system remains responsive and consistent with the needs of the sector.

2   Registry system operational services

2.1   Service Levels

The **registry** will deliver a fully supported operational service, 12 hours per day between 0730 and 1930, seven days per week, at 99.5% service availability, and three seconds response time, for all of the components managed by the **registry** in accordance with rule 5.3.1.

2.2   Review of this schedule

This schedule will be reviewed after six months of operation and thereafter annually by the **Board** and the **registry**. The review will determine whether this schedule reflects the service required and able to be delivered having regard for the **registry's** performance and the evolution of the service level needs during the period since the last review.

2.3 Audits of the registry

The **Board** will have the right to carry out without prior notice at any time within normal working hours **audits** of the records and procedures of the **registry**. The **registry** will:

2.3.1 Co-operate with the auditor

Afford any **auditor** appointed by the **Board** for this purpose full access to all relevant facilities, personnel, records and manuals; and

2.3.2 Provide additional information as required by the auditor

Provide to the **auditor** any additional information which the **auditor** considers is necessary to enable an assessment of whether or not the **registry** continues to meet the criteria for approval.

2.4 Implementing the audit

The **registry** will implement (in accordance with the change control provisions in its service provider deed), necessary changes that will give effect to any reasonable recommendations made by an **auditor** with the objective of constantly improving services.

2.5 Service level review on changes to rules or increased volumes

If rule changes affecting the **registry**, or increases in transactional volume beyond the levels agreed with the **registry** in the service provider deed, threaten the achievement of service levels contained in this schedule the **Board** and the **registry** will promptly review this schedule and the capacity of the system.

3 Capacity & infrastructure upgrades

3.1 Responsibility for coping with growth in volumes

If a review under rule 2.5 is conducted due to an increase in transactional volumes, it may prove necessary to increase the capacity of the system in order to maintain service levels. If service levels cannot be met:

3.1.1 Circumstances in which the registry pays

With current levels of capacity and transaction and/or database volumes are less than those agreed with the **registry**, the **registry** will be responsible for taking such remedial action as is necessary to meet service levels;

3.1.2 Circumstances in which the members pay

With current levels of capacity and:

➢ transaction and/or database volumes exceed those agreed with the **registry**; when its service provider deed; or

> ➢ rule changes have increased complexity to the extent that service levels cannot be met,

then the **registry** and the **Board** will initiate change control in accordance with the provisions of the **registry's** service provider deed.

4   Extended registry hours

The **registry** will make the register available to users for an extended period on any one day provided that:

4.1   Request more than a day in advance

A request is made to the **registry** no less than 24 hours prior to the additional service requirement;

4.2   No input on compliance levels

The request for additional availability is unlikely to impact compliance with other service levels;

4.3   No additional cost to user

Additional periods of availability are provided by the **registry** on a best endeavours basis and at no additional cost to the **members.**

5   Availability levels

5.1   Availability of 99.5%

The **registry** will ensure the register is available to users during any one month for no less than 99.5% of the regular service hours.
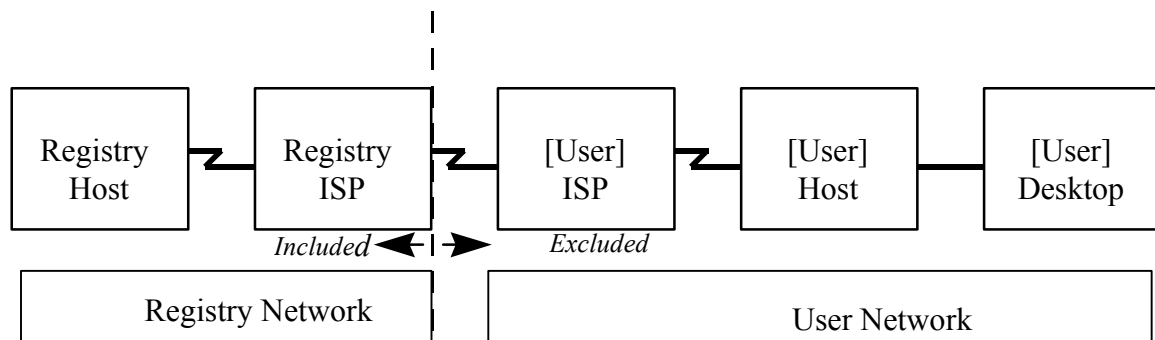
5.2   Four or fewer outages

Outages (periods of unavailability during regular service hours) will be no more than four in any one month.

5.3   Calculation of availability and outages

Availability and outages will be calculated as follows:

5.3.1   *Areas of responsibility*

Both availability and outage service levels are delineated by the point at which the **registry's** sub-contracted Internet Services Provider (ISP) interfaces to the **participant's** ISP. All service components including the **registry's** Host System, internal and wide area networks and ISP are covered under availability and outage calculations. This is pictorially described in Figure One.

Figure One – Service Delineation

Registry Host	Registry ISP	[User] ISP	[User] Host	[User] Desktop

Included ← | → *Excluded*

Registry Network	User Network

5.3.2 Calculation of availability

Availability will be calculated based on the number of minutes that the service is unavailable in any one month due to failure of any component on the "included" side of the delineation line in Figure One, using the following formula:-

100 – (minutes outage / (days in month * 720) * 100)

= % availability per calendar month

5.3.3 Calculation of Outages

Outages will occur on each occasion when the service is unavailable due to a failure of any component on the included side of the delineation line in Figure One.

If the actions of any **participant** have in some way caused the outage to have occurred, or have contributed in a material fashion to the cause of the outage, then the **registry** will not be held accountable for the outage. This includes any actions not taken by the **participant** at the request of the **registry** where acting on the recommendation would have avoided or minimised the breach.

5.4 Minimum service levels

The service levels in this schedule are minimum.

5.5 Registry to endeavour to provide materially better service

The **registry** will use its best endeavours to provide a level of service availability that is materially better than that agreed. Expectations are for nil or minimal outages and availability of 99.8% or better.

6   Service response time

6.1   Response times measured at regular intervals

Service response time will be measured by the **registry** at regular intervals (every 1 – 5 minutes as agreed by the **Board** and the **registry**) during "regular service hours" each day the system is available to the **participants**.

6.2   Response times measured using representative sample

Response time will be measured by the **registry** executing a representative sample of simulated transactions from another host system within the **registry**, on the live system. The types of transaction to be used and the frequency of sampling will be agreed with the **Board**.

6.3   How response times are to be measured

Service response time will be measured from the point at which a user transaction is executed from within the **registry** network to the point at which a valid response is received at the point the transaction originated.

6.4   Response time to be below 3 seconds

95% of all sampled transactions will have a response time of less than 3 seconds.

6.5   Expectation of less than 1.5 seconds

Given the level of capacity purchased and the relative simplicity of the application, the **participants** expect a transactional response time far less than agreed. Expectations are for response time at the delineation point of less than 1.5 seconds.

7   System changes & maintenance

7.1   Maintenance outside of opening hours where possible

The **registry** will undertake all preventative and corrective maintenance outside the **registry's** availability hours. For urgent corrective maintenance (to fix faults that are threatening service level), the **registry** may, having notified the **Board,** undertake maintenance during standard systems availability hours. Any such unavailability will count against service level targets.

8   Data integrity and recovery

8.1   Routine backup

The **registry** will ensure:

8.1.1 *Data restoration inside 2-4 hours*

That recovery by way of data restoration can be completed rapidly (2-4 hours) in the event of data loss or corruption. Data must be recoverable up to the point of the last committed transaction;

8.1.2 *Daily backup*

That back-up copies of data will be taken at least daily and stored in a secure location; and

8.1.3 *Recovery capability*

That sufficient recovery capability will exist within the **registry's** applications to ensure key processing events can be recreated.

8.2 Database maintenance

The **registry** will:

8.2.1 *Responsible for database management*

Be responsible for the maintenance of the data environment;

8.2.2 *Reversing the effects of material errors*

Ensure that functionality will be available within the application to reverse the effects of any material errors made by users in loading of the data by file transfer. The **registry** will provide reasonable assistance to **participants** in executing any such recovery; and

8.2.3 *Undertake recovery*

Undertake the recovery (where possible) of any database integrity and corruption issues.

9   Participant obligations

9.1   Participants to ensure software used properly

Each **participant** will ensure that the software provided by the **registry** is used in a proper manner by competent, trained employees only, or by persons under the supervision of such employees.

9.2   Only registry to provide support

Each **participant** will not request, permit or authorise anyone other than the **registry** to provide any support services in respect of software provided by the **registry**.

9.3   Help desk to be used

Each **participant** which uses the software provided by the **registry** will log all faults to the **registry** in accordance with the procedures published by the **registry** using the **registry's** standard fault report form and providing a documented example and/or full details of the fault being reported.

9.4   Participants to help registry rectify fault

Each **participant** which uses the software provided by the **registry** will make available to the **registry** such personnel and other facilities as are reasonably required by the **registry** to rectify the fault.

Schedule E3 – Information to be provided to the registry

1 Information to be provided by the retailer

Under rule 2 of part E, for each **ICP** the following information will be provided by the **retailer** to the **registry**:

1.1 Identity of the retailer

The identity code for that **retailer**, as stipulated by the **reconciliation manager**;

1.2 Identity of the data administrator

The identity code for the relevant **data administrator**, as stipulated by the **Board;**

1.3 Profile

The identity code for each **profile** at that **ICP**, as stipulated by the **reconciliation manager**; and

1.4 Identity of the meter owner

The name of the person who owns the **metering installation** relevant to that **ICP**, provided that if that person is a natural person, that person's name will only be listed on the **registry** if that person has given their written consent; and

1.5 Meter installation category

The category of **metering installation** as stipulated by rule 2 of schedule D1. Where there is no **metering installation** the category will be 0.

2 Information to be provided by distributors

Distributors will provide the following information to the **registry** in accordance with rules 2 to 5 of part E:

2.1 The ICP identifier

The **ICP** identifier in accordance with the following format:

> yyyyyyyyyyxxccc

where:

yyyyyyyyyy   is the identity number for the relevant **ICP**

xx   is the **local network** code originally assigned by the **registry**

ccc   is a checksum figure

2.2   Energisation status

The energisation status of the **ICP**, namely whether it is energised, de-energised or de-commissioned, provided that no de-energisation needs to be notified if such de-energisation is for maintenance or repair purposes (provided that the period of de-energisation is no more than 3 days);

2.3   Network supply point identifier

The **network supply point** identifier in accordance with the following format:

        bbbbbbb, nnnn, cc

where:

bbbbbbb   is the **NSP** from which the **ICP** is deemed to be supplied, and where that **NSP** connects to the **grid**, such code will be provided by the **grid owner**.

nnnn   is the **local network** code assigned by the **reconciliation manager** to the person which currently owns the **local network** which has within it the **ICP**

cc   is the **connection type** assigned by the **reconciliation manager**

2.4   Local losses code

The **local losses** code, as stipulated by the **distributor's local losses criteria**;

2.5   Price category code

The **price category code**, as stipulated by the **distributor**; and

2.6   Physical Address

The physical address supplied through the **ICP**

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Schedule E4 – Switching

1 The process for customer switching

Where pursuant to rule 5 of part E any **retailer** ("the new **retailer**") contracts with a **customer** for the sale of **electricity** at an **ICP** where another **retailer** ("the old **retailer**") supplies or has most recently supplied **electricity** then, in order to facilitate the implementation of the new contract, the following provisions will apply:

1.1 Inform the old retailer

Within two (2) **business days** of entering into the contract the new **retailer** will advise the old **retailer** and supply the old **retailer** with the following information:

1.1.1 Meter Reading

Where the new **retailer** has carried out an **interrogation** of the relevant **meter**, the **meter** reading that results from that **interrogation;** and either

1.1.2 Current contract exists

Where the old **retailer** has a current contract with the **customer** for the sale of **electricity** at the **ICP,** the **ICP** identifier; or

1.1.3 No current contract exists

In every other case the address of the relevant property, together with the relevant **meter** number if known.

1.2 Old retailer provides information

Within two (2) **business days** of receiving the new **retailer's** advice and information pursuant to rule 1.1, the old **retailer** will provide the new **retailer** with:

1.2.1 Confirmation

Confirmation of receipt of the new **retailer's** advice and information.

1.2.2 Vacant premises

If the old **retailer** does not have a contract for the sale of **electricity** at the relevant **ICP** identifier or address, advice to that effect.

1.2.3 ICP invalid

If an **ICP** identifier is supplied by the new **retailer** but is invalid or not known to the old **retailer,** advice to that effect.

1.3   New retailer may obtain information

If the old **retailer** fails to supply the confirmation and/or information required by rule 1.2 within the time required by that rule, the new **retailer** will use its reasonable endeavours to obtain the information and the old **retailer** will meet all reasonable costs incurred by the new **retailer** in doing so.

1.4   Event date established

The **event date** is established by a meter **interrogation** or estimated meter reading in accordance with the following **rules**:

1.4.1   Establishment of the event date

Within two (2) **business days** of the date that the old **retailer's** confirmation is due pursuant to rule 1.2 the old **retailer** and the new **retailer** must establish the **event date** which is the date on which the **interrogation** or estimated reading is to be carried out by either the old **retailer** or the new **retailer** where that date has been agreed to by the new **retailer** and the **customer**. Failing such agreement the **event date** will be the date on which the first of the following events occurs:

1.4.1.1   Interrogation by the new retailer or customer

If the new **retailer** or the **customer** undertake an **interrogation** of the relevant **meter**, the date of that **interrogation**; or

1.4.1.2   Interrogation by the new retailer under current billing cycle

If, according to the old **retailer's** current billing cycle and methodology, the next **interrogation** or estimated reading of the relevant **meter** is due within two (2) **business days** after that date that the old **retailer's** confirmation is due under rule 1.2, the date that the next **interrogation** or estimated reading is due; or

1.4.1.3   Estimated reading by old retailer under current billing cycle

If, according to the old **retailer's** current billing cycle and methodology, the next **interrogation** or estimated reading of the relevant **meter** is not due within two (2) **business days** after the date that the old **retailer's** confirmation is due under rule 1.2, the date on which the old **retailer** carries out an **investigation** or estimated reading of the relevant **meter**, which the old **retailer** shall use its reasonable endeavours to carry out within two (2) **business days** after the date that its confirmation is due under rule 1.2 and which the old **retailer** shall carry out no later than 23 **business days** after its confirmation is due; or

1.4.1.4   Estimated reading by old retailer when requested by new retailer

If an **interrogation** or estimated reading is carried out by the old **retailer** on a date requested by the new **retailer**, the date on which the **interrogation** or estimated reading occurs. Where it is not reasonably practicable for the old **retailer** to carry out the **interrogation** or estimated reading on the date requested by the new **retailer** then the old **retailer** will do so as soon as reasonably practicable after the date requested.

1.4.2   Costs of the interrogation or estimate

The cost of every **interrogation** or estimated reading carried out pursuant to rule 1.4.1.2 or rule 1.4.1.3 shall be borne by the old **retailer**. The cost of every other **interrogation** carried out pursuant to rule 1.4.1 shall be borne by the new **retailer**.

1.4.3   Retailers to exchange metering information

The **retailer** that carries out the **interrogation** or estimated reading pursuant to rule 1.4.1 will provide the other **retailer** with the results of the **interrogation** or estimated reading within two (2) **business days** of the **interrogation** or estimated reading.

1.4.4   Retailers to report to the Board

Every **retailer** will supply the **Board** with a report, by the 6th **business day** of each **reconciliation period**, on the number of customers switched, and to be switched, by that **retailer**, for the previous **reconciliation period**. The structure and content of this report will be advised by the **Board**, from time to time, and will be prepared in consultation with the **market administrator** and each **party**.

1.5   Metering information to be accurate

The **retailer** that carries out the **interrogation** or estimated reading pursuant to rule 1.4.1 will ensure that the **interrogation** is as accurate as possible or that the estimated reading is fair and reasonable, as the case may be.

1.6   The new retailer will notify the registry

Once the **event date** has been established in accordance with rule 1.4.1 the new **retailer** will notify the **registry** of the information required of that **retailer** by rule 1 of schedule E3. The new **retailer** will use all reasonable endeavours to provide the notification as soon as is practicable, and in any event no later than three (3) **business days** after the **event date**.

1.7   The registry will notify the old retailer

The **registry** will confirm receipt of the new **retailer's** notice given pursuant to rule 1.7 in accordance with rule 8 of part E, and will notify the old **retailer** by 0730 hours on the day after it confirms receipt that it will treat the old **retailer's** previous contract (for the purpose of reconciliation under the **rules**) as at an end. This notification will include confirmation of the **event date**.

1.8   The registry will notify the distributor

The **registry** will, at the same time that it gives notice to the old **retailer** under rule 1.8, notify the **distributor** of the change in **retailer**.

1.9   Board will determine formats

The **Board** may from time to time, after consultation with **members,** determine the method by which **participants** exchange file formats and may from time to time alter the file formats and/or the method by which **members** exchange file formats.

Participants who exchange information pursuant to the rules in this schedule will use the file formats determined by the **Board**.