Energy Consumption Information Frequently Asked Questions

How do I request my Consumption Data?

Simply send us an email to getdata@contactenergy.co.nz . Tell us your:

- Name
- Address
- ICP number (found in the pricing table on your bill)
- The dates you require the data from and to
- The level of data you would like (summary or detailed).

Or you can give us a call on 0800 80 9000 and one of our friendly staff members will help you.

You can choose from 'Summary Data' or 'Detailed Data' (see below). We'll send the information back to you within five business days by email or post. (Detailed Data can only be sent by email due to the possible number of pages we may need to print and post.)

What information will 'Summary Data' give me?

Summary data is your billing data for the last two years. The report will give you the consumption recorded on each of your bills for up to the last two years (24 months). It will not give you the amount you were charged, but the amount of power you used. The report also has some other information in it, including the serial number of your meter, tariff/register information, estimate vs actual reads and the unit type of the electricity you used.

What information will 'Detailed Data' give me?

Detailed data will give you all of your consumption data to the lowest level we have for you. For some smart meter customers, this means we could provide your electricity consumption for up to every half hour for the last two years.

Who can request this data?

All current and former Contact customers from the last two years can request consumption data through this process, either directly or through an Agent (see below).

How do I authorise someone to request data on my behalf?

As your consumption data is personal information, we need your permission if you want someone to request it on your behalf. This person is referred to as an 'Agent.'

You can give us that permission by email or phone:

Email:

Here is the Form that you need to complete to authorise an Agent. Once it's completed, please email it to us at getdata@contactenergy.co.nz, or your Agent can provide it along with the consumption data request.

Phone:

Call us on 0800 80 9000 and we can talk through the details. (For your information, the phone conversation will be recorded.)

These are the details we need about your Agent:

- Name
- Organisation (if relevant)
- Phone number
- Email address
- Postal address
- E.A. registry party code (if they have one)

Once an Agent's details are successfully recorded against your account, we're able to send your data to your Agent when they request it – without us needing to get in touch with you again.

I'm an Agent. How do I request customer consumption data from Contact?

Contact requires all Agents to be authorised for each customer they are requesting consumption data for. Any request for customer consumption data received from an Agent without an Authorisation will be rejected, irrespective of the channel used for the request.

In order to be set up as an authorised Agent for a customer, you must download and fill out this Form and ensure that the customer completes the relevant sections. You must complete one form per customer. Or provide an alternative Authorisation from the customer that includes the same information we ask for on our Form.

Please email the completed Form to getdata@contactenergy.co.nz. Once we are satisfied that the authorisation is valid, we will record you as an Agent against the customer. You can send us a Consumption Data request at the same time, or any time after then for as long as your authorisation is valid.

Alternatively, you can ask each customer to get in touch with us directly requesting that you be set up as their Agent. You will need to provide the customer with your name, organisation (if applicable), phone number, email and postal address and Electricity Authority registry party code (if applicable).

Do I have to have an Agent to request my consumption data?

No, using an Agent is optional.

How long can an Agent be authorised to collect my consumption data?

You can state the time period – either on the Agent Authorisation Form or over the phone.

How long can I request my consumption data for?

You can request up to your last two years' worth of data.

How often can I request the data?

You can request your consumption data as often as you like. Please note, you can change the time frames you want to request data to and from if you decide you want additional data following an initial request. If you are a residential customer with a smart meter, you can also easily access this information through an online services account.

Is there a charge for this?

No, we are currently not charging for this consumption data information but we may charge for it in the future. If we do, your first four requests in any 12 month period will be free of charge.

What is the purpose of the data?

Consumption data may help you better understand your electricity usage habits.

Can I request my data if I do not have a smart meter?

Yes, but the amount of data we can provide depends on the type of meter you have and the frequency which we receive meter reads.

Is the data consumption I can request for electricity accounts only?

Yes.

What will the consumption data look like?

Your consumption data is generated in a comma separated file format. This consists of a header row and one or more detail rows. The exact format depends on the type of consumption data you have requested - summary data or detailed data.

Summary Data:

Here is an example of what your data will look like:

```
HDR,ICPSUMM,CTCT,CUST,15/12/2015,,0,34,15/12/2013,15/12/2015,NZST,
DES,ICP Identifier, Metering component serial number, Energy flow direction, Register content code, Period of availability, Read period start date and time, Read period end date and time, Read status, Tariff name, Active energy kWh, Reactive energy kVArh
DET,0000512648NR097,214045276,Consumption,CN,18,7/08/2014 00:00,9/08/2014 00:00,RD, Anytime 15kVA,24,0
DET,0000512648NR097,214045276,Consumption,CN,18,10/08/2014 00:00,12/09/2014 00:00,ES, Anytime 15kVA,267,0
DET,0000512648NR097,214045276,Consumption,CN,18,13/09/2014 00:00,11/10/2014 00:00,RD, Anytime 15kVA,253,0
DET,0000512648NR097,214045276,Consumption,CN,18,12/10/2014 00:00,12/11/2014 00:00,RD, Anytime 15kVA,239,0
```

The 'csv' file we will provide contains a header (HDR) row with information regarding the creation of the file. You can ignore this row.

The description (DES) row contains all of the titles for the data in the columns below. (The row in the example above has been split over two rows so we could fit it on the page.)

The detailed (DET) rows contains your personal consumption information. You'll find your ICP No, Meter No, energy flow direction from the national grid, Register/Tariff information, start and end time of the consumption, estimate or actual read, and amount of energy used in kilowatts (kWh). If you need more information, please see this Info Sheet: "Understanding your Summary Data"

Detailed Data:

Here is an example of what your data will look like

```
HDR,ICPCONS,1.1,CTCT,CTCT,CUST,11/12/2015,CUST,48,01/07/2015,02/07/2015
DET,,0000163079TRXXX,000,NZST,213336328:1,X,7304,24,01/07/2015 00:00:00,01/07/2015 00:30:00,RD,0.606,0
DET,,0000163079TRXXX,000,NZST,213336328:1,X,7304,24,01/07/2015 00:30:00,01/07/2015 01:00:00,RD,0.548,0
DET,,0000163079TRXXX,000,NZST,213336328:1,X,7304,24,01/07/2015 01:00:00,01/07/2015 01:30:00,RD,0.583,0
DET,,0000163079TRXXX,000,NZST,213336328:1,X,7304,24,01/07/2015 01:30:00,01/07/2015 02:00:00,RD,0.392,0
```

The 'csv' file we will provide contains a header (HDR) row with information regarding the creation of the file. You can ignore this row.

The detailed (DET) rows contains your personal consumption information. Included in each row is your ICP No, Meter No, energy flow from the national grid, Register/Tariff information, start and end time of the consumption, estimate or actual read, and amount of energy used in kilowatts (kWh). If you need more information, please see this Info Sheet: "Understanding your Detailed Data"

Are there other ways I can view my consumption data?

If you have asked for an electronic copy, you can open the file on your computer in a text editor (e.g. Notepad), or in a spreadsheet (e.g. Excel).

Is there anything else I should know about this data?

Not all half hourly data is "validated." "Validated" means we could use it for billing.

This interval data file may contain estimated data. It has not been used for billing purposes but is used to generate the "indicative" hourly and/or daily consumption graphs available to Online Services customers. It may include system-generated consumption estimates for any individual half-hour periods where interval data has not been obtained from a smart meter, for example due to communication or power outage issues. Consequently, the sum of

the half-hourly consumption data in this file may not equal the validated consumption data used for billing purposes for the equivalent period.

Further background:

Depending on the service provider, Contact receives either one or two types of data from smart meters for "Non Time of Use" customers. The first type, received from all smart meters, is a daily register reading, which is validated and is the basis for monthly customer bills. The second type, received from most but not all smart meters, is a file of half-hourly consumption data, which is not validated and is not used for billing but is used to generate "indicative" hourly and daily consumption shape graphs available to Online Services customers.