



# Information guide for new electricity retailers

## Overview

This document provides electricity retailers with an overview of Vector's electricity networks business, the process for signing up to Vector's distributor agreement and associated contracts and a summary of key operational processes and contact information. This document is a guide only and does not replace the contracts that will be entered into by a retailer with Vector. If there is any inconsistency between this document and the contracts entered into (or other processes/protocols specified by Vector from time to time), then those contracts and processes/protocols shall apply. This document does not constitute legal or other advice and new retailers are encouraged to seek their own independent advice as they consider appropriate.



## Vector's electricity network areas

Vector owns and operates electricity distribution networks in Auckland.

- **Northern network** – distributor name: **Vector**, participant ID: **UNET**, ~251,000 ICPs
- **Auckland network** – distributor name: **Vector**, participant ID: **VECT**, ~362,000 ICPs



## Vector's distributor agreements (DDA and associated contracts)

To sign up to Vector's distributor agreements and commence trading on Vector's electricity network, retailers should contact Joanne Maria ([joanne.maria@vector.co.nz](mailto:joanne.maria@vector.co.nz)).

Vector requires all electricity retailers to enter the following five Vector distributor agreements:

- **Default Distributor Agreement (DDA):** this is the over-arching distributor agreement between Vector and the electricity retailer.
- **Appendix A – Distributions on behalf of distributor:** a supplementary agreement to the DDA which allows Entrust, the consumer trust which owns a majority of Vector, to require the electricity retailer to pay distributions to qualifying customer's on Entrust's behalf.
- **Appendix B – Provision of trust and co-operative company information:** a supplementary agreement to the DDA which allows Entrust to require the electricity retailer to provide information which enables Entrust to maintain an accurate register of its beneficiaries and comply with its obligations to its beneficiaries.
- **Provision of consumption data agreement (Alternative Appendix C):** a supplementary agreement to the DDA which allows Vector to require regular consumption data files from retailers. Vector's agreement is drafted as per the Electricity Authority's (EA) published Appendix C but amended for the changes agreed by an ENA/ERANZ working group.
- **Data agreement:** a supplementary agreement to the Provision of consumption data agreement (Alternative Appendix C) which amends the file frequency for consumption data to monthly rather than six-monthly.



Template copies of these five agreements will be provided to you. Executable versions will be provided once additional information has been provided to, and some checks and internal approvals have been completed by, Vector.

A list of the information Vector will need from retailers wishing to sign up to Vector’s distributor agreements is listed below:

- **Full registered company name and, if different, trading name**
- **Company and contact information required to complete execution fields of the agreements**
- **Proposed date retailer expects to commence trading on Vector’s network**
- **EA participant ID**
- **Email details (generic) for Billing, Accounts, Outages and Connections notifications**

Vector will also complete the following before executing distributor agreements with a new retailer:

- **Credit check on the company and all director(s)**
- **Agreement with you regarding the initial prudential amount Vector will hold as security**
- **Meet with you to gain an understanding of your proposed business and growth aspirations on Vector’s network**

## Prudentials

See DDA clause 10 for further detail.

For all retailer queries regarding prudentials contact Joanne Maria ([joanne.maria@vector.co.nz](mailto:joanne.maria@vector.co.nz)).

All retailers must satisfy Vector’s prudential requirements while they are trading on Vector’s network. As allowed by the Code and outlined in the DDA, Vector requests prudential amounts as follows:

Retailers who have a BBB- (S&P or equivalent) or higher credit rating	Nil
All other retailers	2 weeks’ worth of billing
Not currently used	2 months’ worth of billing
<i>Note:</i> Vector reserves its right to request Additional Security at any time	“Additional Security” will be calculated as the difference between 2 weeks’ and 2 months’ worth of billing

For existing retailers, Vector calculates the required amount using the highest billing month(s) in the past year.

For new retailers’ initial prudential amounts, Vector requires you to forecast what your monthly billing will be after six months of trading. This forecast is used to estimate a required prudential amount for the retailer until their initial ICP growth has settled and sufficient billing history has been generated.

Vector annually reviews all electricity retailer prudentials held in October each year. We also review on an ad hoc basis if a retailer specifically requests one or when individual retailers are experiencing rapid growth. We will advise of any changes to the prudential amount following a review.

Prudential security can be provided to Vector as (your choice of):

- **Cash deposit:** this will be held in a trust account by Vector; and/or
- **Bank guarantee or appropriate third party guarantee:** approved form for guarantees is available upon request.

## Billing files and invoice payment

See DDA clause 9 and schedule 2 for further detail.

Retailer queries regarding billing should be addressed to [vector.billing@vector.co.nz](mailto:vector.billing@vector.co.nz). Escalations should be directed to Michelle Gasson and Joanne Maria.

Retailer queries regarding accounts should be addressed to [accounts.receivable@vector.co.nz](mailto:accounts.receivable@vector.co.nz). Escalations should be directed to Lewis Naidoo and Joanne Maria.

Retailers must provide billing files to Vector within 5 working days following the end of the relevant consumption month. Files must adhere to EA-defined EIEP1 and EIEP3 format and include all information reasonably required by Vector to calculate and verify our charges. Files should be submitted to Vector via the EA Registry Hub.

Invoices for each consumption month will be issued by Vector as follows:

- **Pro forma:** Pro forma invoices for VECT and UNET will be issued within 5 working days after the end of the consumption month. Full settlement payable to Vector on the 20<sup>th</sup> of the month in which the invoice is issued.
- **Actual:** Actual invoices for VECT and UNET will be issued before the end of the calendar month following the consumption month (month 1) along with a credit note for full amount of the pro forma invoice. Full settlement of the **difference** is due on the 20<sup>th</sup> of month 2.
- **3-month wash-up:** 3-month wash-up invoices for VECT and UNET will be issued before the end of month 3 along with a credit note for the full amount of the earlier actual invoice. Full settlement of the **difference** is due on the 20<sup>th</sup> of month 4.
- **14-month wash-up:** 14-month wash-up invoices for VECT and UNET will be issued before the end of month 14 along with a credit note for the full amount of the earlier 3-month wash-up invoice. Full settlement of the **difference** is due on the 20<sup>th</sup> of month 15.

Vector’s accounts receivable team will provide retailers with a monthly statement via email approx. 14<sup>th</sup> of each month detailing the full amount to be settled on the 20<sup>th</sup> of that month.

Retailer Actions	Vector Actions	
	<b>Month 0</b> Consumption month	
<b>WD5:</b> Submit actual EIEP1 and EIEP3s for consumption month <b>20<sup>th</sup>:</b> Payment of pro forma invoice	<b>Month 1</b>	<b>WD5:</b> Issue pro forma invoice <b>End of month:</b> Issue actual invoice and pro forma credit note
<b>20<sup>th</sup>:</b> Payment of <i>difference</i> of actual invoice and pro forma credit	<b>Month 2</b>	
<b>WD14:</b> Submit 3-month wash-up EIEP1 and EIEP3s	<b>Month 3</b>	<b>End of month:</b> Issue 3-month wash-up invoice and actual credit note
<b>20<sup>th</sup>:</b> Payment of <i>difference</i> of 3-month invoice and actual credit	<b>Month 4</b>	
	<b>Months 5-13</b>	
<b>WD14:</b> Submit 14-month wash-up EIEP1 and EIEP3s	<b>Month 14</b>	<b>End of month:</b> Issue 14-month wash-up invoice and 3-month credit note
<b>20<sup>th</sup>:</b> Payment of <i>difference</i> of 14-month invoice and 3-month credit	<b>Month 15</b>	

## Pricing

See DDA clauses 7 and 8 and schedule 7 for further detail.

For all retailer queries regarding pricing contact Joanne Maria ([joanne.maria@vector.co.nz](mailto:joanne.maria@vector.co.nz)).

Vector's current price schedule is available at <https://www.vector.co.nz/personal/electricity/about-our-network/pricing>

Vector uses an ICP allocation approach to charge its distribution network charges to retailers. Vector will allocate a network price category to each ICP on its networks. Retailers should check that the customer/ICP meets the eligibility criteria (as described in Vector's price schedule) before applying a network price category to an ICP.

The retailer may request an alternative eligible price category be allocated by Vector. Retailer requests for an alternative eligible network price category may be submitted as an EIEP8 via the EA Registry Hub or via email to [vector.billing@vector.co.nz](mailto:vector.billing@vector.co.nz).

Vector uses a GXP allocation approach to pass through transmission charges to retailers. Vector calculates and notifies retailers of their fixed, monthly transmission prices in advance of each electricity pricing year.

## Outages - unplanned

See DDA clause 4 and schedule 5 for further detail.

Vector is responsible for managing unplanned outage calls from customers and managing further communication with affected customers until normal service is restored.

Vector also provides regular email notifications and updates to retailers regarding known unplanned feeder faults so retailers can be aware when an unplanned area outage has occurred.

Customers should report all outages direct to Vector via:

- <https://help.vector.co.nz/map>: our online outage centre; or
- **0508 VECTOR (0508 832 867)**: our 24/7 call centre

Retailers must include Vector's outage contact details on all customer invoices as being the contact details for customers to report unplanned outages.

## Outages - planned

See DDA clause 4 and schedule 5 for further detail.

Vector notifies affected customers directly about planned network outages which will impact their ICP. Our planned outage notifications are sent to customers using the email address (if provided) or postal address contact information provided in your regular EIEP4 files.

Vector also notifies retailers of the ICPs or areas which will be impacted by planned outages in EIEP5A files submitted via the EA Registry Hub. Files are provided for information purposes, and retailers should not use this information to send duplicate notification communications to affected customers. Retailers may wish to use the information provided to update your call centre or to initiate supplementary follow-up communications with any special need customers (i.e. key account or medically dependent customers) to ensure they are prepared for the duration of the planned outage.

The retailer should be aware of all of their obligations to medically dependent customers.

Upcoming planned outages information is also available at <https://help.vector.co.nz/planned>.

## EIEP4 (Customer information) files

See *DDA clause 31 and Schedule 5 clause 4* for further detail.

Vector requires retailers to provide regular monthly EIEP4 (Customer information) files to Vector.

The provision of high-quality, up-to-date data and correctly formatted EIEP4 files by electricity retailers is key to ensuring that Vector's network-related outages, safety and other communications reach the necessary correct customer contact at each ICP.

- **Separate files are required for each participant ID:** For Vector, separate files are required for VECT and UNET. Retailers who use more than one participant ID must submit EIEP4 files for each participant ID they use on Vector's networks.
- **Files to be formatted as per Electricity Authority's EIEP4 Customer information protocol:** This is available on the EA's website at [www.ea.govt.nz/operations/retail/eiep/non-regulated-electricity-information-exchange-protocols/](http://www.ea.govt.nz/operations/retail/eiep/non-regulated-electricity-information-exchange-protocols/)
- **Vector requests all Mandatory and Conditional fields be populated, as described in the EIEP4 protocol:** Some of the key EIEP4 fields used by Vector are ICP identifier, Customer name, 3 x Phone number fields, Email address and the 9 x Postal address fields.
- **Files to be submitted to Vector via the EA's Registry Hub secure file transfer process.** To help maintain the security and privacy of customer information data, files should always be submitted via the EA Registry Hub at [www.electricityregistry.co.nz](http://www.electricityregistry.co.nz)

## EIEP3 (Consumption data) files

See *Provision of consumption data agreement and Data Agreement* for further detail.

Vector requests retailers provide regular monthly EIEP3 (Consumption data) files to Vector for all (smart meter) ICPs on its networks. Vector uses the consumption data exclusively for the permitted purposes:

- **Developing distribution prices**
- **Planning and management of the network in order to provide distribution services to traders [retailers] under the distributor agreements**

Vector encourages retailers to engage with the major MEPs, Intellihub and Vector Metering, to arrange for them to supply these data files directly to Vector on the retailer's behalf. Please email [joanne.maria@vector.co.nz](mailto:joanne.maria@vector.co.nz) if you need additional guidance re: MEP engagement.

Some retailers may have access to the required data and wish to create the EIEP3 files and submit them to Vector directly. Please email [christopher.franks@vector.co.nz](mailto:christopher.franks@vector.co.nz) to arrange secure file transfer protocol (SFTP) access.

## Customer complaints (including CGA claims and UDL cases)

See *DDA clauses 26 and 28 including clause 26.4 (collateral term)* for further detail.

Vector has an in-house customer complaints team who investigate and respond to network-related customer complaints and technical queries which have been escalated by our call centre team.

Customers should be advised to contact Vector directly, phone **0508 VECTOR (0508 832 867)**, with their network complaint or query. If necessary, retailers may refer or escalate a customer complaint directly to Vector – please email [complaintsvm@vector.co.nz](mailto:complaintsvm@vector.co.nz)

Vector's Customer Resolutions Manager will manage all UDL cases and potential CGA claims related to Vector. All retailer communications to Vector regarding any UDL cases or potential CGA claims should be emailed to [complaintsvm@vector.co.nz](mailto:complaintsvm@vector.co.nz) and clearly identified.

## Connections, upgrade/downgrades, disconnections

See DDA clause 17 and schedule 6 for further detail.

Vector requires retailers to use Siebel eCustomer portal (<https://customer.siebel.vector.co.nz>) to view and action connection requests. This includes:

- **Accepting or declining new ICP requests**
- **Logging applications for BTS to Permanent conversions**
- **Accepting or declining upgrade/downgrade requests**
- **Providing energisation data for upgrade/downgrade requests**
- **Viewing the status of jobs**

For further information on these processes please see Vector's ICP Liveness Process document and Siebel Guide, which can be found in the documents section of the Siebel eCustomer portal.

To request a new user access for Vector's Siebel eCustomer Portal, please contact Joanne Maria ([joanne.maria@vector.co.nz](mailto:joanne.maria@vector.co.nz)).

- **New connections and ICPs** can be requested by customers at <https://orders.vector.co.nz/>. Vector will carry out an assessment and will issue an ICP where required. The customer's selected retailer will receive notification of the new ICP via Siebel eCustomer Portal and you will need to choose/confirm the warranted person and accept/decline the request.
- **BTS to Permanent conversions** must be requested by the retailer via Siebel eCustomer Portal. Vector will carry out an assessment and will issue the job to your chosen warranted person if approved or will provide you with a reason if we decline the request. The warranted person will submit the energisation data directly to Vector and Vector will update the network price category.
- **Upgrades and downgrades** can be requested by customers via **0508 VECTOR (0508 832 867)**. Vector will carry out an assessment (a fee may apply) and will provide a quote to the customer if changes are required to the network. Once completed, Vector will provide consent to the retailer to carry out the upgrade/downgrade and, if necessary, change the metering. You are required to notify Vector once the upgrade/downgrade is complete by submitting energisation data to Vector via Siebel eCustomer portal. Once the energisation data is received Vector will update the network price category.
- **Permanent disconnections (decommissions)** can be requested by retailers or customers by applying at <https://my.vector.co.nz/decommissionicp>. A permanent disconnection must be requested if a house or building is going to be demolished. Vector will notify you upon completion of the work and you will be required to change the status of the ICP in the registry to "ready to decommission". Vector will then decommission the ICP.



## Entrust's annual dividend process

See *DDA Appendix A and Appendix B*.

Retailer queries regarding Entrust's dividend should be addressed to [joanne.maria@vector.co.nz](mailto:joanne.maria@vector.co.nz).

Entrust is a private trust that holds the majority shareholding in Vector and distributes an annual dividend to its income beneficiaries. Entrust's income beneficiaries are the ~362,000 households and businesses connected to Vector's VECT electricity network.

Entrust allows their income beneficiaries to select a preferred payment method:

- **Direct Credit** – paid to customer's bank account directly by Entrust
- **Credit to Power Account** – paid to retailer's bank account by Entrust, passed through on customer's retailer invoice

There are three key dates in Entrust's annual dividend process where electricity retailer input is required.

- **Early May** – a "strike date" EIEP4 file of all VECT network customers to be provided via EA Hub
- **Early August** – a "strike date" EIEP4 file of all VECT network customers to be provided via EA Hub
- **Late September** – a Credit to Power Account (CTPA) payment to be applied to relevant customers

Retailer contact centres are not expected to handle dividend queries for Entrust's income beneficiaries. Customers should be referred directly to Entrust, phone **0800 4 ENTRUST (0800 436 878)**.

Customers may need to contact retailer contact centres to request an update of their customer information (name, postal address, email address etc) for Entrust purposes. Retailers will need to update these in their own customer database and ensure this updated customer information will flow through to Vector and Entrust in future EIEP4 files.



## Key contacts for retailers

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### Commercial/Head Office

Contractual queries, escalations, pricing, disputes, relationship manager, prudentials

Joanne Maria  
Contracts and Relationship Manager – Retailers  
p: (09) 978 7733  
m: 021 702 921  
e: [joanne.maria@vector.co.nz](mailto:joanne.maria@vector.co.nz)

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### Outages

To report a fault or request the result of a fault, safety or emergency call out

Online outage centre:  
<https://help.vector.co.nz/map>  
24/7 call centre:  
p. **0508 VECTOR (0508 832 867)**

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### Billing

Billing files, price category change requests

e. [vector.billing@vector.co.nz](mailto:vector.billing@vector.co.nz)  
Michelle Gasson, Billing Team Leader

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### Accounts Receivable

Account balance summary, reconciliation

e. [accounts.receivable@vector.co.nz](mailto:accounts.receivable@vector.co.nz)  
Lewis Naidoo, Credit Controller

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### Siebel eCustomer Portal

Accept/decline connection jobs, select Warranted Person, check status of connection jobs/ decommission requests and view SR information updates

w. <https://customer.siebel.vector.co.nz>  
For issues or assistance, please use the **Chat** option at <https://vectorltd.service-now.com/external>.  
To request a new user for Siebel eCustomer Portal:  
e: [joanne.maria@vector.co.nz](mailto:joanne.maria@vector.co.nz)

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### Connection Queries

New connections, BTS to permanent conversions, upgrades/downgrades, ICP address changes, decommissions

e. [retailer.enquiries@vector.co.nz](mailto:retailer.enquiries@vector.co.nz)  
Justine Perks, Customer Connections Team Leader  
To urgently follow-up a previously submitted request, call:  
p. **(09) 978 4555** (hunt group for retailer use only)

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### Distributed Generation (DG) Connections

All distributed generation connection jobs and queries

w. <https://www.vector.co.nz/personal/electricity/distributed-generation>  
e. [dginfo.applications@vector.co.nz](mailto:dginfo.applications@vector.co.nz)  
To urgently follow-up a previously submitted request, call:  
p. **(09) 978 7538** (hunt group for retailer use only)

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### Customer Complaints

Referral or escalation of network-related customer complaints and queries, UDL cases, CGA claims

e. [complaintsvm@vector.co.nz](mailto:complaintsvm@vector.co.nz)  
Robert Reinsfield, Customer Resolutions Manager

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### Consumption Data

EIEP3 file format, SFTP set up, agreement of reasonable costs

e. [christopher.franks@vector.co.nz](mailto:christopher.franks@vector.co.nz)  
Chris Franks, GM Operational Information & Insights

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## Key contacts for consumers

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### **Outages/Emergencies**

For all network faults, hot water outages and network emergencies

Online outage centre:

<https://help.vector.co.nz/map>

24/7 call centre:

p. **0508 VECTOR (0508 832 867)**

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### **Customer Service**

For all customer general enquiries, network-related complaints, technical queries, request temporary disco/reco, safety checks, report damage to network assets

Call centre:

p. **0508 VECTOR (0508 832 867)**

w: [www.vector.co.nz](http://www.vector.co.nz)

e. [info@vector.co.nz](mailto:info@vector.co.nz)

Mail:

Vector – Customer Services

PO Box 99882

Newmarket

Auckland 1149

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### **Electricity Connections**

New connections, BTS to permanent conversions, upgrades/downgrades, decommissions

Apply online:

<https://orders.vector.co.nz/>

Call centre:

p. **0508 VECTOR (0508 832 867)**

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### **DG Connections**

New distributed generation connections

Apply online:

e. [dginfo.applications@vector.co.nz](mailto:dginfo.applications@vector.co.nz)

Call centre:

p. **0508 VECTOR (0508 832 867)**

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### **Entrust Dividend**

p. **0800 4 ENTRUST (0800 436 878)**

e: [entrust@entrustnz.co.nz](mailto:entrust@entrustnz.co.nz)

w: [www.entrustnz.co.nz](http://www.entrustnz.co.nz)

Mail:

Entrust

Private Bag 92088

Victoria Street West

Auckland 1142

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