

## Energy Complaints Scheme – accepted deadlock complaints

### 1 April 2018 - 31 March 2019

The tables below show the number of deadlock complaints about distributors and retail brands that were accepted for consideration.

The number of accepted deadlock complaints is expressed as a share of the total number of accepted deadlock complaints.

The tables also show providers' market share, which is calculated by the number of installation control points, or ICPs.

#### Distributor

	Number of accepted deadlock complaints	Share of accepted deadlock complaints	Total ICPs (or equivalent)	Market share of ICPs (or equivalent)
Aurora Energy	9	10.8%	90,262	3.7%
Counties Power	5	6.0%	42,799	1.8%
Electra	2	2.4%	44,908	1.8%
Horizon Energy	2	2.4%	24,672	1.0%
MainPower NZ	1	1.2%	39,919	1.6%
Network Tasman	1	1.2%	40,023	1.6%
Northpower	3	3.6%	58,772	2.4%
Powerco	9	10.8%	436,652	17.9%
The Lines Company (TLC)	19	22.9%	23,551	1.0%
Top Energy	3	3.6%	32,330	1.3%
Unison Networks	6	7.2%	111,577	4.6%
Vector	20	24.1%	675,857	27.8%
WEL Networks	1	1.2%	92,400	3.8%
Wellington Electricity (WE*)	2	2.4%	168,122	6.9%
<b>Total</b>	<b>83</b>	<b>100%</b>	<b>2,434,488</b>	<b>77.3%</b>

## Retail brand

		Number of accepted deadlock complaints	Share of accepted deadlock complaints	Total ICPs (or equivalent)	Market share of ICPs (or equivalent)
Contact		11	8.3%	478,525	18.3%
Ecotricity		5	3.8%	5,640	0.2%
Electric Kiwi		4	3.0%	36,132	1.4%
Elgas		7	5.3%	31,314	1.2%
Energy Online		3	2.3%	106,576	4.1%
Flick Electric Co		4	3.0%	20,702	0.8%
Genesis Energy	*	20	15.0%	566,276	21.6%
GLOBUG		4	3.0%	25,668	1.0%
Grey Power Electricity		3	2.3%	-	<sup>A</sup> 0.0%
ID Power		1	0.8%	609	0.0%
Mercury		14	10.5%	400,838	15.3%
Meridian Energy		11	8.3%	229,053	8.7%
Naki Cloud		3	2.3%	-	0.0%
Nova Energy	*	5	3.8%	112,122	4.3%
OnGas	*	3	2.3%	25,531	1.0%
Orcon Power		1	0.8%	-	<sup>B</sup> 0.0%
Payless Energy		1	0.8%	-	0.0%
Pioneer Energy		1	0.8%	2,849	0.1%
Pulse Energy		8	6.0%	80,222	3.1%
Rockgas North		1	0.8%	5,837	0.2%
Rockgas North Canterbury		1	0.8%	-	0.0%
Slingshot Power		4	3.0%	-	<sup>B</sup> 0.0%
Supercharged Energy		3	2.3%	185	0.0%
Switch Utilities	*	1	0.8%	1,324	0.1%
Tiny Mighty Power		1	0.8%	-	<sup>C</sup> 0.0%
Trustpower	*	13	9.8%	307,928	11.7%
Vocus Group		-		22,726	0.9%
<b>Total</b>		<b>133</b>	<b>100%</b>	<b>2,620,680</b>	<b>† 93.9%</b>

\*Only includes retail ICPs (or equivalent)

†Overall total of ICPs

<sup>A</sup> ICPs are listed under Pulse Energy

<sup>B</sup> ICPs are listed under Vocus Group

<sup>C</sup> ICPs are listed under Mercury

Note: The ICP and equivalent total was calculated on 28 February 2019 from ICPs on the electricity and gas registries, and customer numbers obtained from providers; and the numbers in both tables may differ slightly from the total numbers in the Annual Report due to clarifications made after 1 April 2019.